

**ETA 9002  
DATA PREPARATION HANDBOOK  
ET HANDBOOK NO. 406  
MAY 2001  
OMB Approval No.:  
Expiration Date:**

# **ETA 9002 REPORT**

## **DRAFT**



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## **I. INTRODUCTION**

### **A. HANDBOOK PURPOSE**

Reporting requirements for labor exchange services and performance outcomes of the State Administered Public Employment Service Program are contained in this Handbook. Data to be reported on the ETA 9002 A, 9002 B, 9002 C, 9002 D, and 9002 E reports are comprised of information entered by each State from their records of Work Applications and Job Orders; through matching information on job seekers with employment outcome information obtained from unemployment insurance (UI) wage records, the State Directory of New Hires (SDNH) database, or other sources; and from job seeker and employer customer satisfaction surveys.

To ensure that data reported on the ETA 9002 A through 9002 E reports reflect accurate information, required report forms and reporting specifications, including definitions for each reporting element, are included in this Handbook. States will submit the ETA 9002 reports electronically, and this Handbook also includes instructions for submitting the 9002 reports using ETA's web based reporting system.

### **B. BACKGROUND**

States are required to submit quarterly reports to the Employment and Training Administration (ETA) to comply with the Wagner-Peyser Act, (29 U.S.C. 49), with 38 U.S.C. 4107 (b) and (c), and with 38 U.S.C. 4112(c). The ET Handbook No. 406 (ETA 9002 Data Preparation Handbook) is the official source for reporting requirements on the ETA 9002 through 9002 E reports.

This Handbook was developed to facilitate completion of the ETA 9002 quarterly report. Should changes in definitions resulting from new legislation and/or related regulations occur, appropriate revisions will be issued to reflect these changes. Handbook revisions are distributed through Handbook Transmittals issued from the National Office. Dates of issuance are displayed at the bottom of each revised page.

### **C. PAPERWORK REDUCTION ACT**

States are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per Wagner-Peyser Act sec.10(c), 29 U.S.C. 49i(c). Public reporting burden for this collection of information is estimated to average \_\_\_\_\_ minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have any comments regarding this estimate or any other aspect of this collection of information, including suggestions for reducing this burden, please send them to the U.S. Department of Labor, Office of Workforce Security, Room S-4231, 200 Constitution Avenue, NW, Washington, D.C. 20210. (Paperwork Reduction Project 1205-0240).

## II. REPORTING INSTRUCTIONS

### A. GENERAL REPORTING GUIDANCE

State agencies will report data on labor exchange services provided to job seekers, and on job openings employers list with the labor exchange, based on information contained in administrative records. State agencies are required to collect and maintain information to support labor exchange program reporting under OMB No. 1205-0001, Work Application/Job Order Recordkeeping.

State agencies also will report employment outcomes of job seekers, including veterans, as well as the job seeker and employer customer satisfaction scores. Because employment outcome information is dependent on wage record data, it will not be available at the same time as information on the number of job seekers who are registered job seekers or who receive labor exchange services. Therefore, outcome information for job seekers and veterans will be collected on separate reports from information on services. Exhibit II.1 describes the information that will be collected on each of the proposed ETA 9002 reports.

#### EXHIBIT II.1

##### ETA 9002 Reports

Report Page	Description
ETA 9002 A	Services to Job Seekers
ETA 9002 B	Services to Veterans
ETA 9002 C	Performance Outcomes - Job Seekers/Employers
ETA 9002 D	Performance Outcomes - Veterans
ETA 9002 E	Job Openings Received by Occupation (O*NET - SOC) and Industry (NAICS)

The employment outcomes of job seekers registered with the labor exchange will be derived by matching the social security numbers of registered job seekers with employment information contained in State databases, including the UI wage record database, the SDNH database, or any other records the State agency may have access to that reliably indicate entry into employment.

It is the policy of the Office of Workforce Security (OWS) to assure accuracy, uniformity, and comparability in the reporting of statistical data derived from State employment service operations through State adherence to Federal definitions of reporting items, use of specified formats, observance of reporting due dates, and regular verification of reporting items.

The National Office assists State Employment Security Agencies (SESA) in meeting these requirements by establishing definitions and reporting specifications and through the data validation process (to be developed). Appendix A to this Handbook contains facsimiles of the 9002 A through 9002 E reports. Appendix B contains report specifications for preparing the 9002 A through 9002 E. Each report section in Appendix B contains the following documentation:

- Description of form
- Example of registered job seeker or job listing reported on that form
- Specifications for reporting

Appendix C contains edit tests that States should use to ensure that the reports are internally consistent. Appendix D provides technical guidance for reporting and validating the entered employment and employment retention performance measures included on the 9002 reports, and Appendix E provides guidance for administering the customer satisfaction surveys for registered job seekers and employers.

## **B. REPORTING SCHEDULE**

ETA is establishing a rolling four-quarter reporting period for the ETA 9002 reports. For the reports on job seekers and veterans, cohorts of registered job seekers are identified according to their quarter of registration. Reports are to include the most current data available for each reporting element for a four-quarter reporting period. States are to report information on the Services to Job Seekers (ETA 9002 A), Services to Veterans (ETA 9002 B) and Job Openings Received by Occupation and Industry (ETA 9002 E) reports forty-five days following the completion of each quarter as outlined in the reporting schedule. The report will cover persons who registered or received services within the prior four quarters.

Information on performance outcomes on the ETA 9002 C and D reports is also to be reported using a rolling four-quarter reporting period. As outcome data become available for different performance measures at different times, and because of the importance of reporting outcome data as soon as they are available, ETA will require reports to be submitted according to a staggered schedule. The schedule is based on the time required for performance outcomes to become available.

States are to report information on the ETA 9002 C and D for four consecutive cohorts of registered job seekers, as outline in the reporting schedule. The cohorts of registered job seekers for which data are being reported are identified on the reports next to each performance measure. (Note: during transition to the new reporting system, less than four consecutive quarters of data may be reported until the system is fully implemented).

The reporting schedule allows States six and one-half months to process wage record reports from employers, merge the wage data with the job seeker file, and generate the report. For example, if a job seeker registered in February, their employment is measured from April through

September. The wage record reports for July through September are due November 1<sup>st</sup>. The report using those wage records is due May 15<sup>th</sup>.

Once complete information for the four cohorts registering during a particular program year becomes available, final program year reports are to be assembled. This information is then to be used to assess a State's success in meeting its performance goals.

Information on the ETA 9002 Reports will be reported according to the following schedules:

**i. ETA 9002 A Report**

See Exhibit II.2.

**ii. ETA 9002 B Report**

See Exhibit II.3.

**iii. ETA 9002 C Report**

See Exhibit II.4.

**iv. ETA 9002 D Report**

See Exhibit II.5.

**v. ETA 9002 E Report**

See Exhibit II.6.

**EXHIBIT II.2**  
**ETA 9002 A Reporting Schedule**

Data Elements	Report Quarter															
	Active Job Seekers															
Services to Job Seekers for Indicated Four Quarter Period	Aug. 14, 2002				Nov. 14, 2002				Feb. 14, 2003				May. 15, 2003			
	PY2002Q1	PY2002Q2	PY2002Q3	PY2002Q4	PY2002Q2	PY2002Q3	PY2002Q4	PY2003Q1	PY2002Q3	PY2002Q4	PY2003Q1	PY2003Q2	PY2002Q4	PY2003Q1	PY2003Q2	PY2003Q3
All Data Elements	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

**EXHIBIT II.3**  
**ETA 9002 B Reporting Schedule**

Data Elements	Report Quarter															
	Active Veterans															
Services to Veterans for Indicated Four Quarter Period	Aug. 14, 2002				Nov. 14, 2002				Feb. 14, 2003				May 15, 2003			
	PY2002Q1	PY2002Q2	PY2002Q3	PY2002Q4	PY2002Q2	PY2002Q3	PY2002Q4	PY2003Q1	PY2002Q3	PY2002Q4	PY2003Q1	PY2003Q2	PY2002Q4	PY2003Q1	PY2003Q2	PY2003Q3
All Data Elements	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X



**EXHIBIT II.5  
ETA 9002 D Reporting Schedule**

Data Elements		Report Quarter																																			
		Registration Quarters Reported																																			
		Feb. 14, 2003								May 15, 2003								Aug. 14, 2003								Nov. 14, 2003											
Veterans Performance Outcome for Indicated Four Quarter Period		PY200001	PY200002	PY200003	PY200004	PY200101	PY200102	PY200103	PY200104	PY200201	PY200002	PY200003	PY200004	PY200101	PY200102	PY200103	PY200104	PY200201	PY200202	PY200003	PY200004	PY200101	PY200102	PY200103	PY200104	PY200201	PY200202	PY200203	PY200004	PY200101	PY200102	PY200103	PY200104	PY200201	PY200202	PY200203	PY200204
		1	Entered Employment			X	X	X	X						X	X	X	X						X	X	X	X					X	X	X	X		
2	Entered Employment Rate Base			X	X	X	X						X	X	X	X						X	X	X	X					X	X	X	X				
3	<i>Entered Employment Rate</i>			X	X	X	X						X	X	X	X						X	X	X	X					X	X	X	X				
4	Employment Retention at Six Mo.	X	X	X	X						X	X	X	X							X	X	X	X					X	X	X	X					
5	Empl. Retention Rate at Six Mo. Base	X	X	X	X						X	X	X	X							X	X	X	X					X	X	X	X					
6	<i>Employment Retention Rate at Six Mo.</i>	X	X	X	X						X	X	X	X							X	X	X	X					X	X	X	X					
7	Entered Empl. Follow S-A Services			X	X	X	X						X	X	X	X						X	X	X	X					X	X	X	X				
8	Entered Empl. Follow S-A Services Base			X	X	X	X						X	X	X	X						X	X	X	X					X	X	X	X				
9	Entered Empl. Follow S-A Services Rate			X	X	X	X						X	X	X	X						X	X	X	X					X	X	X	X				

**EXHIBIT II.6**  
**ETA 9002 E Reporting Schedule**

Data Elements	Report Quarter															
	Job Openings Received															
	Aug. 14, 2002				Nov. 14, 2002				Feb. 14, 2003				May 15, 2003			
Job Openings Received for Indicated Four Quarter Period	PY2002Q1	PY2002Q2	PY2002Q3	PY2002Q4	PY2002Q2	PY2002Q3	PY2002Q4	PY2003Q1	PY2002Q3	PY2002Q4	PY2003Q1	PY2003Q2	PY2002Q4	PY2003Q1	PY2003Q2	PY2003Q3
	All Data Elements	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

## C. KEY DEFINITIONS

### i. REGISTERED JOB SEEKERS

State agencies are required to report information on individuals who are *Registered Job Seekers* with the public labor exchange.

*Total Registered Job Seekers*: Job seekers who complete registration or receive a service with the labor exchange during a reporting period consisting of four consecutive calendar quarters.

At a minimum, State agencies must request the following information from job seekers during registration: name, contact information, social security number, ethnicity, race, veteran status, age, gender, employment status, educational attainment, disability status, and migrant and seasonal farmworker status. Job seekers may be registered upon contacting the labor exchange through the One-Stop delivery system or as required by State law or policy; however, job seekers receiving staff-assisted services funded under the Wagner-Peyser Act must be registered. Job seekers who use self-services or facilitated self-help services also may be registered, but this is not required.

A job-seeking customer will be counted as a registered job seeker during the quarter in which registration occurs (registration quarter) and the subsequent three quarters. This four quarter period constitutes the **registration year**. A registered job seeker who engages in any labor exchange activity after the registration year has ended (after the third quarter after the quarter in which registration occurs) will begin a new **registration year**. States are not required to formally re-register the job seeker, but for purposes of reporting, any Labor Exchange activity in which a job seeker engages after initial registration and after a **registration year** expires will begin a new **registration year** and will thus be equivalent to reregistration. Such a job seeker would then be counted again as a registered job seeker during each of the four reporting periods covering that **registration year**.

For reporting purposes, a job seeker is counted under *Total Active Job Seekers* if during the four quarter reporting period, that job seeker either initially registered with the labor exchange or received a service after having previously registered.

The following chart provides a timeline for various hypothetical registered job seekers and indicates when those hypothetical job seekers and the services they receive would be reported on the 9002 A and B reports. In Exhibit II.7, an “R” marks the first quarter of the registration year, and an “S” indicates receipt of a labor exchange service. The shaded cells represent the quarterly reports on which the registered job seekers and services provided would be reported.

For reporting purposes, so long as an initial registration or labor exchange activity occurs during any quarter of the four quarter reporting period, that will effect the reporting of the job seeker in the category of total registered job seekers. In Exhibit II.7, this is indicated by the checkerboard pattern whereby an initial registration or service during any of the most recent four quarters causes that activity to be reported in the quarterly report, which represents the activities of the most recent four quarters.

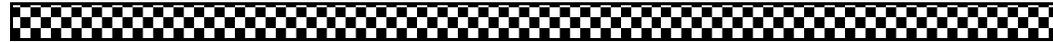
The legend for Exhibit II.7 is as follows:



**Initial Registration Year**



**Subsequent Registration Year**



**Reported quarters after end of registration year, due to services received  
(i.e., job seeker active during at least one quarter in reporting period)**

**EXHIBIT II.7**

Active Job Seeker	Report Quarter Ending Date Active Job Seekers and Received Staff-Assisted Services							
	2001 -09	2001 -12	2002 -03	2002 -06	2002 -09	2002 -12	2003 -03	2003 -06
1	R	S	S		RS			
2	RS	S	S	S	RS	S	S	S
3	RS			S		RS	S	S
4	R			S				
5		RS	S	S		RS	S	S
6		RS		S	S	RS	S	
7		R	S		S			
8		R			S			
9			R	S	S	S	RS	S
10			RS					
11			R		S			
12			RS					
13				RS	S	S	S	RS
14				RS	S			
15				RS				
16				R		S	S	RS
Report Category	Report Quarter Ending Date — Active Job Seekers and Received S-A Services							
	2001 -09	2001 -12	2002 -03	2002 -06	2002 -09	2002 -12	2003 -03	2003 -06
Total Active Job Seekers (job seeker active during reporting period)	4	8	12	16	16	16	14	12
Received Staff-Assisted Services (in reporting period)	2	5	8	13	15	16	13	12

## **ii. JOB OPENINGS**

State agencies are required to report information on job openings listed with the public labor exchange on the 9002 E report. The format for job openings listed is consistent with the Occupational Information Network – Standard Occupational Classification (O\*NET – SOC) system and the North American Industry Classification System (NAICS).

*Job Opening:* A job vacancy which an employer intends to fill.

Job openings will be reported according to the date they were listed with the public labor exchange. Job openings listed through staff funded under the Wagner-Peyser Act must be included in the count of job openings. Job openings listed through staff of other partner programs may be included in the count of job openings in accordance with State policy. Job openings initially listed with America’s Job Bank and imported into the State job bank may be included in the State’s count of job openings.

## **iii. EMPLOYER (20 CFR 651.10)**

A person, firm, corporation or other association or organization (1) which currently has a location within the United States to which U.S. workers may be referred for employment, and which proposes to employ a worker at a place within the United States and (2) which has an employer relationship with respect to employees under this subpart as indicated by the fact that it hires, pays, fires, supervises and otherwise controls the work of such employees. An association of employers shall be considered an employer if it has all of the indicia of an employer set forth in this definition. Such an association, however, shall be considered as a joint employer with the employer member if either shares in exercising one or more of the definitional indicia.

## **iv. ESTABLISHMENT (20 CFR 651.10)**

A public or private economic employing unit generally at a single physical location which produces and/or sells goods or services, for example, a mine, factory, store, farm orchard or ranch. It is usually engaged in one, or predominantly one, type of commercial or governmental activity. Each branch or subsidiary unit of a large employer in a geographical area or community should be considered an individual establishment, except that all such units in the same physical location shall be considered a single establishment. A component of an establishment which may not be located in the same physical structure (such as the warehouse of a department store) should also be considered as part of the parent establishment. For the purpose of the “seasonal farmworker” definition, farm labor contractors and crew leaders are not considered establishments; it is the organizations to which they supply the workers that are the establishments.

## **v. FIRM**

A business organization consisting of one or more domestic establishments in the same State and industry that were specified under common ownership or control. The firm and the establishment are the same for single-establishment firms.

## **vi. REGISTRATION QUARTER**

The calendar quarter in which a job seeker completed an initial registration with the labor exchange or in which a previously registered job seeker began a new registration year.

## **D. ELECTRONIC REPORTING**

Instructions will be forthcoming from ETA on the procedures for submitting the 9002 report using ETA's web based reporting system.

For the five sections of the 9002 report (9002 A through 9002 E), any values not filled in will prevent the report from being transmitted to the National Office. Incomplete reports are not acceptable.

## **E. TIMELINESS**

All reports must be submitted through ETA's web-based reporting system, and must be sent in time to arrive in the National Office by the due date. Delinquency on reports which are electronically sent is determined by the date on which the report was approved for transmission. This item is automatically generated at the time of approval and is stored on the database. It cannot be altered once assigned. **(More specifics to be added when they become available.)**

## **F. REPORT COMMENTS**

Comments concerning policies, procedures, and/or local economic conditions that account for fluctuations in the data reported or that have special significant effects on the meaning of certain items in a report are useful in interpreting reports and reducing communications concerning reports. Provisions have been made to include comments for all electronic reports. Using meaningful abbreviations, the space provided should generally be adequate.

## **G. EDIT TEST PROCEDURES**

States should ensure that the reports are internally consistent. Specifications for edit tests to ensure consistency between row and column totals and elements are found in Appendix C. Reports will not be accepted if these edit tests are not followed.

## **H. PROCEDURES FOR ROUNDING NUMBERS**

Unless otherwise noted, the 5/4 rounding method is to be used. That is, if the digit to the right of the digit to be rounded is 5 or more, round up to the next higher digit. If the digit to the right of the digit to be rounded is 4 or less, round down, that is truncate. Values which are totals of other values appearing on the same form should be the sum of the rounded sub-part figures.

## **I. RECORDS RETENTION**

Unless otherwise noted in specific instructions, source data supporting counts should be retained for at least two years of the report due date.

*[note: 20 CFR 652.8(5) requires that State agencies retain basic documents (Work Application and Job Order) for one year. 20 CFR 658.604(c)(4) also refers to a State's requirement to keep data, but provides no time frame.]*

### III. PERFORMANCE MEASURES

Four performance measures apply to the public labor exchange and are reported on the 9002 C and 9002 D:

- 1) Job Seeker Entered Employment Rate
- 2) Job Seeker Employment Retention Rate at Six Months
- 3) Job Seeker Customer Satisfaction
- 4) Employer Customer Satisfaction

1) *Job Seeker Entered Employment Rate (JSEER):*

$$\text{JSEER} = \frac{\text{Number Entered Employment with a New Employer}}{\text{[Number New Registered Job Seekers – Number Employed or Re-employed with Same Employer]}}$$

Elements of the measure are defined as follows:

*Entered Employment with a New Employer:* The number of registered job seekers who, in the first or second quarter following the registration quarter, earned wages from a new employer if the job seeker was previously not employed, or earned wages from a different employer than that from which the registered job seeker earned wages in the quarter prior to the registration quarter if the job seeker was previously employed.

*Registered Job Seekers:* Job seekers who registered with the labor exchange during the registration quarter; job seekers who were re-registered after their registration year expired; job seekers who were not formally re-registered, but who engaged in a labor exchange activity after their registration year expired.

*Employed or Re-employed with Same Employer:* Those job seekers whose only wages earned in the first and second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to the registration quarter.

*Registration Quarter:* The calendar quarter in which a job seeker completed an initial registration with the labor exchange or in which a previously registered job seeker began a new registration year.

According to this measure, a successful employment outcome is recorded for a job seeker who enters employment with a new employer, whether the job seeker was employed or unemployed at the time of registration. This outcome is determined by comparing the employer identification numbers (EIN) of registered job seekers' employers prior to and following registration based on information contained in the UI wage record database, the State Directory of New Hires (SDNH) database, or other available records. An unsuccessful outcome is recorded for a job seeker who does not enter employment with a new employer during the measurement

period. Job seekers who remain employed exclusively with the same employer during the measurement period are excluded from the calculation.

Exhibit III.1 depicts how the job seeker entered employment rate is calculated and identifies which registered job seekers are to be included in the numerator and denominator according to their employment characteristics.

## EXHIBIT III.1

### Job Seeker Entered Employment Rate

	<b>Quarter Before Registration</b>	<b>Registration Quarter</b>	<b>Post Registration Quarter 1</b>	<b>Post Registration Quarter 2</b>	<b>Include in Numerator</b>	<b>Include in Denominator</b>
1	Either Employed or Not Employed	Registered May have received services	Got a job with a new employer	Employment status is not used in the calculation	Yes	Yes
2	Either Employed or Not Employed	Registered May have received services	Did not get a job with a new employer	Got a job with a new employer	Yes	Yes
3	Either Employed or Not Employed	Registered May have received services	Not Employed	Not Employed	No	Yes
4	Employed	Registered May have received services	Employed, not a new employer	Not Employed	No	No
5	Employed	Registered May have received services	Not Employed	Employed, not a new employer	No	No
6	Employed	Registered May have received services	Employed, not a new employer	Employed, not a new employer	No	No

2) *Job Seeker Employment Retention Rate at Six Months (JSERR):*

$$\text{JSERR} = \frac{\text{\# Retained Employment Two Quarters after Entered Employment with a New Employer (age 19 and over)}}{\text{\# Entered Employment with a New Employer (age 19 and over)}}$$

Elements of the measure are defined below:

*Retained Employment Two Quarters after Entered Employment with a New Employer (age 19 and over):* The number of registered job seekers age 19 and older at the time of registration who earned wages in the second quarter following the quarter in which they *Entered Employment with a New Employer*.

*Entered Employment with New Employer (age 19 and over):* The number of registered job seekers age 19 and older at the time of registration who, in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to the registration quarter.

According to this measure, a successful employment retention outcome is recorded for job seekers, age 19 and over, who were determined to have entered employment according to the job seeker entered employment rate measure, and who were found through wage record matching to be employed in the second quarter following the quarter in which they first were determined to have entered employment. A successful outcome for retention is recorded for employment identified through wage record matching with any employer.

Exhibit III.2 depicts how the job seeker employment retention rate at six months is calculated and identifies which registered job seekers are to be included in the numerator and denominator according to their employment characteristics.

**EXHIBIT III.2**

**Job Seeker Employment Retention Rate at Six Months**

	<b>Post Registration Quarter 1</b>	<b>Post Registration Quarter 2</b>	<b>Post Registration Quarter 3</b>	<b>Post Registration Quarter 4</b>	<b>Include in Numerator</b>	<b>Include in Denominator</b>
1	Got a job with a new employer	Employment status is not used in the calculation	Employed with any employer(s)	Employment status is not used in the calculation	Yes	Yes
2	Got a job with a new employer	Employment status is not used in the calculation	Not Employed	Employment status is not used in the calculation	No	Yes
3	Did not get a job with a new employer	Got a job with a new employer	Employment status is not used in the calculation	Employed with any employer(s)	Yes	Yes
4	Did not get a job with a new employer	Got a job with a new employer	Employment status is not used in the calculation	Not Employed	No	Yes

Appendix D, Technical Guidance for Reporting and Validating Performance Measures, includes detailed programming specifications that States can use to calculate the ES entered employment and employment retention performance measures.

### *3) Job Seeker Customer Satisfaction*

Specifications for the labor exchange job seeker customer satisfaction survey are as follows:

The job seeker customer satisfaction score is a weighted average of job seeker ratings on each of three questions regarding overall satisfaction, and is reported on a 0-100 point scale. The score is a weighted average, not a percentage.

All registered job seekers of labor exchange are eligible to be chosen for inclusion in the random sample. As the population of job seekers registering with the labor exchange is different from the population of participants exiting WIA services, a separate survey is required to adequately gauge the satisfaction of job seeker customers.

A sample of 250 will be taken from registered job seekers in each quarter. Job seekers should be contacted within 60-90 days of the date of registration or the beginning of a new registration year. Five hundred completed job seeker surveys must be obtained each year (four consecutive quarters) for calculation of the measure. A completed job seeker survey is defined as a survey in which all three questions regarding overall satisfaction have been answered. The response rate from the sample with valid contact information must be a minimum of 50 percent. The standard of 500 from a sample of the whole population of customers provides accuracy such that there is only a 5 in 100 chance that the results would vary by more than  $\pm 5$  points from the score obtained from surveying the whole population.

The surveys should be conducted using a uniform telephone methodology. The rationale for only using telephone surveys is that (1) the comparability of the measure for assessing performance levels is most reliably obtained with a telephone survey, (2) telephone surveys are easily and reliably administered, and (3) defining procedures for mailed surveys is more difficult than defining procedures for telephone surveys.

See Appendix E, Section I, for further information and for questions that will be asked on the Job Seeker Customer Satisfaction survey.

### *4) Employer Customer Satisfaction*

The results of the American Customer Satisfaction Index (ACSI) used to measure employer customer satisfaction under WIA also is used to measure employers' satisfaction with labor exchange services. Accordingly, States are encouraged to conduct one survey of employers to measure their satisfaction with One-Stop employer services to meet both the WIA and the public labor exchange employer customer satisfaction measurement requirements. Specifications for the employer customer satisfaction survey are described in TEGL 14-00, Attachment D.

Using a uniform telephone methodology, each State must survey up to 1000 employers each year to obtain at least 500 completed surveys (except for States that serve less than 1000 employers, in which case all employers served must be surveyed). The surveys should be conducted on a

rolling basis throughout the program year. To obtain sufficient numbers, smaller States will need to survey on an ongoing basis. Employers should be contacted within 60 days of the completion of the service or 30-60 days after a job order has been listed where no referrals have been made. The employer customer satisfaction score is a weighted average of employer ratings on each of three questions regarding overall satisfaction, and is reported on a 0-100 point scale. The score is a weighted average, not a percentage.

See Appendix E, Section II, for further information and for questions that will be asked on the Employer Customer Satisfaction survey.

**APPENDIX A**

**REPORT FORMATS FOR ETA 9002 A THROUGH 9002 E**

**DRAFT**

**ETA 9002 A Quarterly Report**

Services to Job Seekers

**U.S. Department of Labor**

Labor Exchange Programs

State		Report Due mm-dd-yyyy				OMB No. 1205-0240 Expires: mm/dd/yyyy				
Cumulative for Four Quarters Ending mm-dd-yyyy		A	B		C	D				
		Total Job Seekers	Employment Status at Registration		Eligible Claimant	Race and Ethnicity				
			Employed	Unemployed		Total	American Indian or Alaska Native	Asian	Black or African-American	Hawaiian Native or other Pacific Islander
1	2	3	4	5	6	7	8	9	10	
1	Total Active Job Seekers									
2	Veterans and Eligible Persons									
3	Male									
4	Female									
5	Youth									
6	Adult (19 and over)									
7	19 - 44									
8	45 - 54									
9	55 and over									
10	Received Staff-Assisted Services									
11	Career Guidance									
12	Job Search Activities									
13	Referred to Employment									
14	Referred to WIA Services									
15	Referred to Support Services									
Report Comments:										

**ETA 9002 A Quarterly Report**

Services to Job Seekers

**U.S. Department of Labor**

Labor Exchange Programs

State		Report Due mm-dd-yyyy						OMB No. 1205-0240 Expires: mm/dd/yyyy			
Cumulative for Four Quarters Ending mm-dd-yyyy		D					E				
		Race and Ethnicity Not Hispanic or Latino					Education				
		American Indian or Alaska Native	Asian	Black or African-American	Hawaiian Native or other Pacific Islander	White	More Than One Race	In-School	Not High School Graduate	High School Graduate or GED	Post-Secondary Degree or Certification
		11	12	13	14	15	16	17	18	19	20
1	Total Active Job Seekers										
2	Veterans and Eligible Persons										
3	Male										
4	Female										
5	Youth										
6	Adult (19 and over)										
7	19 - 44										
8	45 - 54										
9	55 and over										
10	Received Staff-Assisted Services										
11	Career Guidance										
12	Job Search Activities										
13	Referred to Employment										
14	Referred to WIA Services										
15	Referred to Support Services										

# ETA 9002 A Quarterly Report U.S. Department of Labor

Services to Job Seekers

Labor Exchange Programs

State		Report Due mm-dd-yyyy		OMB No. 1205-0240	
				Expires: mm/dd/yyyy	
Cumulative for Four Quarters Ending mm-dd-yyyy		F	G	H	
		Persons w/ Disab.	MSFW	Interstate	
		Total	Total	Total	
		21	22	23	
1	Total Active Job Seekers				
2	Veterans and Eligible Persons				
3	Male				
4	Female				
5	Youth				
6	Adult (19 and over)				
7	19 - 44				
8	45 - 54				
9	55 and over				
10	Received Staff-Assisted Services				
11	Career Guidance				
12	Job Search Activities				
13	Referred to Employment				
14	Referred to WIA Services				
15	Referred to Support Services				

# ETA 9002 B Quarterly Report

Services to Veterans

# U.S. Department of Labor

Labor Exchange Programs

Cumulative for Four Quarters Ending mm-dd-yyyy		A Total Veterans and Eligible Persons				B Campaign Badge Veterans			
		19 - 44	45 - 54	55+	Total	19 - 44	45 - 54	55+	Total
		1	2	3	4	5	6	7	8
1	Total Active Job Seekers								
2	Male								
3	Female								
4	Received Staff-Assisted Services								
5	Career Guidance								
6	Job Search Activities								
7	Referred to Employment								
8	Referred to WIA Services								
9	Referred to Support Services								
10	Provided Case Management Services								
11	Referred to Federal Training								
12	Placed in Federal Training								
13	Referred to Federal Jobs								
14	Placed in Federal Jobs								
15	Referred to FCJL Jobs								
16	Placed in FCJL Jobs								
Report Comments:									

**ETA 9002 B Quarterly Report**

Services to Veterans

**U.S. Department of Labor**

Labor Exchange Programs

State		Report Due mm-dd-yyyy				OMB No. 1205-0240			
						Expires: mm/dd/yyyy			
Cumulative for Four Quarters Ending mm-dd-yyyy		C Vietnam Era Veterans				D Disabled Veterans			
		19 - 44	45 - 54	55+	Total	19 - 44	45 - 54	55+	Total
		9	10	11	12	13	14	15	16
1	Total Active Job Seekers								
2	Male								
3	Female								
4	Received Staff-Assisted Services								
5	Career Guidance								
6	Job Search Activities								
7	Referred to Employment								
8	Referred to WIA Services								
9	Referred to Support Services								
10	Provided Case Management Services								
11	Referred to Federal Training								
12	Placed in Federal Training								
13	Referred to Federal Jobs								
14	Placed in Federal Jobs								
15	Referred to FCJL Jobs								
16	Placed in FCJL Jobs								

**ETA 9002 B Quarterly Report**

Services to Veterans

**U.S. Department of Labor**

Labor Exchange Programs

State		Report Due mm-dd-yyyy				OMB No. 1205-0240 Expires: mm/dd/yyyy	
Cumulative for Four Quarters Ending mm-dd-yyyy		E Special Disabled Veterans				F New Sep. Veterans	
		19 - 44	45 - 54	55+	Total	Total	
		17	18	19	20	21	
1	Total Active Job Seekers						
2	Male						
3	Female						
4	Received Staff-Assisted Services						
5	Career Guidance						
6	Job Search Activities						
7	Referred to Employment						
8	Referred to WIA Services						
9	Referred to Support Services						
10	Provided Case Management Services						
11	Referred to Federal Training						
12	Placed in Federal Training						
13	Referred to Federal Jobs						
14	Placed in Federal Jobs						
15	Referred to FCJL Jobs						
16	Placed in FCJL Jobs						

**ETA 9002 C Quarterly Report**  
 Performance Outcomes – Job Seekers / Employers

**U.S. Department of Labor**  
 Labor Exchange Programs

<b>State</b>		<b>Report Due mm-dd-yyyy</b> (In this example: Report Due 02-14-2003)										OMB No. 1205-0240 Expires: mm/dd/yyyy									
		<b>A</b>	<b>B</b>		<b>C</b>	<b>D</b>															
		<b>Total Job Seekers</b>	<b>Employment Status at Registration</b>		<b>Eligible Claimant</b>	<b>Race and Ethnicity</b>															
						<b>Hispanic or Latino</b>															
<b>Job Seeker and Employer Performance Outcomes for Indicated Four Quarter Period</b>		PY2000Q1	PY2000Q2	PY2000Q3	PY2000Q4	PY2001Q1	PY2001Q2	PY2001Q3	PY2001Q4	PY2002Q1		Employed	Unemployed	Total	American Indian or Alaska Native	Asian	Black or African-American	Hawaiian Native or other Pacific Islander	White	More Than One Race	
		1	2	3	4	5	6	7	8	9	10										
1	Entered Employment			X	X	X	X														
2	Entered Employment (Youth)			X	X	X	X														
3	Entered Employment (19 - 44)			X	X	X	X														
4	Entered Employment (45 - 54)			X	X	X	X														
5	Entered Employment (55 and over)			X	X	X	X														
6	Entered Employment Rate Base			X	X	X	X														
7	Entered Employment Rate			X	X	X	X														
8	Employment Retention at Six Mo.	X	X	X	X																
9	Empl. Retention Rate at Six Mo. Base	X	X	X	X																
10	Employment Retention Rate at Six Mo.	X	X	X	X																
11	Job Seeker Cust. Satisfaction Score					X	X	X	X												
12	# of Completed Surveys					X	X	X	X												
13	Sample Size					X	X	X	X												
14	Employer Cust. Satisfaction Score					X	X	X	X												
15	# of Completed Surveys					X	X	X	X												
16	Sample Size					X	X	X	X												
Report Comments:																					

**ETA 9002 C Quarterly Report**  
 Performance Outcomes – Job Seekers / Employers

**U.S. Department of Labor**  
 Labor Exchange Programs

State		Report Due mm-dd-yyyy (In this example: Report Due 02-14-2003)							OMB No. 1205-0240 Expires: mm/dd/yyyy												
		D							E												
		Race and Ethnicity Not Hispanic or Latino							Education												
Job Seeker and Employer Performance Outcomes for Indicated Four Quarter Period		PY2000Q1	PY2000Q2	PY2000Q3	PY2000Q4	PY2001Q1	PY2001Q2	PY2001Q3	PY2001Q4	PY2002Q1	American Indian or Alaska Native	Asian	Black or African- American	Hawaiian Native or other Pacific Islander	White	More Than One Race	In-School	Not High School Graduate	High School Graduate or GED	Post- Secondary Degree or Certification	
											11	12	13	14	15	16	17	18	19	20	
1	Entered Employment			X	X	X	X														
2	Entered Employment (Youth)			X	X	X	X														
3	Entered Employment (19 - 44)			X	X	X	X														
4	Entered Employment (45 - 54)			X	X	X	X														
5	Entered Employment (55 and over)			X	X	X	X														
6	Entered Employment Rate Base			X	X	X	X														
7	Entered Employment Rate			X	X	X	X														
8	Employment Retention at Six Mo.	X	X	X	X																
9	Empl. Retention Rate at Six Mo. Base	X	X	X	X																
10	Employment Retention Rate at Six Mo.	X	X	X	X																
11	Job Seeker Cust. Satisfaction Score					X	X	X	X												
12	# of Completed Surveys					X	X	X	X												
13	Sample Size					X	X	X	X												
14	Employer Cust. Satisfaction Score					X	X	X	X												
15	# of Completed Surveys					X	X	X	X												
16	Sample Size					X	X	X	X												



**ETA 9002 D Quarterly Report**

Performance Outcomes – Veterans

**U.S. Department of Labor**

Labor Exchange Programs

<b>State</b>		<b>Report Due mm-dd-yyyy</b> (In this example: Report Due 02-14-2003)							OMB No. 1205-0240 Expires: mm/dd/yyyy									
<b>Veteran Performance Outcomes for Indicated Four Quarter Period</b>		<b>A</b> <b>Total Veterans and Eligible Persons</b>							<b>B</b> <b>Campaign Badge Veterans</b>									
		PY2000Q1	PY2000Q2	PY2000Q3	PY2000Q4	PY2001Q1	PY2001Q2	PY2001Q3	PY2001Q4	PY2002Q1	19 - 44	45 - 54	55+	Total	19 - 44	45 - 54	55+	Total
											1	2	3	4	5	6	7	8
1	Entered Employment			X	X	X	X											
2	Entered Employment Rate Base			X	X	X	X											
3	<i>Entered Employment Rate</i>			X	X	X	X											
4	Employment Retention at Six Mo.	X	X	X	X													
5	Empl. Retention Rate at Six Mo. Base	X	X	X	X													
6	<i>Employment Retention Rate at Six Mo.</i>	X	X	X	X													
7	Entered Empl. Follow S-A Services			X	X	X	X											
8	Entered Empl. Follow S-A Services Base			X	X	X	X											
9	<i>Entered Empl. Follow S-A Services Rate</i>			X	X	X	X											
Report Comments:																		

**ETA 9002 D Quarterly Report**

Performance Outcomes – Veterans

**U.S. Department of Labor**

Labor Exchange Programs

State		Report Due mm-dd-yyyy (In this example: Report Due 02-14-2003)						OMB No. 1205-0240 Expires: mm/dd/yyyy									
Veteran Performance Outcomes for Indicated Four Quarter Period		C Vietnam Era Veterans						D Disabled Veterans									
		PY2000Q1	PY2000Q2	PY2000Q3	PY2000Q4	PY2001Q1	PY2001Q2	PY2001Q3	PY2001Q4	19 - 44	45 - 54	55+	Total	19 - 44	45 - 54	55+	Total
										9	10	11	12	13	14	15	16
1	Entered Employment		X	X	X	X											
2	Entered Employment Rate Base		X	X	X	X											
3	<i>Entered Employment Rate</i>		X	X	X	X											
4	Employment Retention at Six Mo.	X	X	X	X												
5	Empl. Retention Rate at Six Mo. Base	X	X	X	X												
6	<i>Employment Retention Rate at Six Mo.</i>	X	X	X	X												
7	Entered Empl. Follow S-A Services		X	X	X	X											
8	Entered Empl. Follow S-A Services Base		X	X	X	X											
9	<i>Entered Empl. Follow S-A Services Rate</i>		X	X	X	X											

# ETA 9002 D Quarterly Report

Performance Outcomes – Veterans

# U.S. Department of Labor

Labor Exchange Programs

State		Report Due mm-dd-yyyy (In this example: Report Due 02-14-2003)		OMB No. 1205-0240 Expires: mm/dd/yyyy		E				F				
						Special Disabled Veterans				New Sep. Veterans				
Veteran Performance Outcomes for Indicated Four Quarter Period		PY2000Q1	PY2000Q2	PY2000Q3	PY2000Q4	PY2001Q1	PY2001Q2	PY2001Q3	PY2001Q4	19 - 44	45 - 54	55+	Total	Total
												17	18	19
1	Entered Employment			X	X	X	X							
2	Entered Employment Rate Base			X	X	X	X							
3	<i>Entered Employment Rate</i>			X	X	X	X							
4	Employment Retention at Six Mo.	X	X	X	X									
5	Empl. Retention Rate at Six Mo. Base	X	X	X	X									
6	<i>Employment Retention Rate at Six Mo.</i>	X	X	X	X									
7	Entered Empl. Follow S-A Services			X	X	X	X							
8	Entered Empl. Follow S-A Services Base			X	X	X	X							
9	<i>Entered Empl. Follow S-A Services Rate</i>			X	X	X	X							

**ETA 9002 E Quarterly Report**

Job Openings Received

**U.S. Department of Labor**

Labor Exchange Programs

State		Report Due mm-dd-yyyy							OMB No. 1205-0240 Expires: mm/dd/yyyy	
Cumulative for Four Quarters Ending mm-dd-yyyy		A	B	C	D	E	F	G	H	
		O*NET SOC	11-0000	13-0000	15-0000	17-0000	19-0000	21-0000	23-0000	
Total			Management Occupations	Business and Financial Operations Occupations	Computer and Mathematical Occupations	Architecture and Engineering Occupations	Life, Physical, and Social Science Occupations	Community and Social Services Occupations	Legal Occupations	
1	NAICS	Total Openings Received								
11		Agriculture, Forestry, Fishing, and Hunting								
21		Mining								
22		Utilities								
23		Construction								
31-33		Manufacturing								
42		Wholesale Trade								
44-45		Retail Trade								
48-49		Transportation and Warehousing								
51		Information								
52		Finance and Insurance								
53		Real Estate and Rental and Leasing								
54		Professional, Scientific and Technical Services								
55		Management of Companies and Enterprises								
56		Admin. and Spt., Waste Mgt. and Remediation Svcs.								
61		Educational Services								
62		Health Care and Social Assistance								
71		Arts, Entertainment, and Recreation								
72		Accommodation and Food Services								
81		Other Services								
92		Public Administration								
2		Federal Contractor Job Listings								
3		Federal Contractors								
4		Total Employers								
Report Comments:										

**ETA 9002 E Quarterly Report**  
 Job Openings Received

**U.S. Department of Labor**  
 Labor Exchange Programs

State		Report Due mm-dd-yyyy								OMB No. 1205-0240 Expires: mm/dd/yyyy	
		I	J	K	L	M	N	O	P		
		25-0000	27-0000	29-0000	31-0000	33-0000	35-0000	37-0000	39-0000		
<b>Cumulative for Four Quarters Ending mm-dd-yyyy</b>		Education, Training, and Library Occupations	Arts, Design, Entertainment, Sports, and Media Occupations	Healthcare Practitioner and Technical Occupations	Healthcare Support Occupations	Protective Service Occupations	Food Preparation and Serving Related Occupations	Building and Grounds Cleaning and Maintenance Occupations	Personal Care and Service Occupations		
1	NAICS	Total Openings Received									
	11	Agriculture, Forestry, Fishing, and Hunting									
	21	Mining									
	22	Utilities									
	23	Construction									
	31-33	Manufacturing									
	42	Wholesale Trade									
	44-45	Retail Trade									
	48-49	Transportation and Warehousing									
	51	Information									
	52	Finance and Insurance									
	53	Real Estate and Rental and Leasing									
	54	Professional, Scientific and Technical Services									
	55	Management of Companies and Enterprises									
	56	Admin. and Spt., Waste Mgt. and Remediation Svcs.									
	61	Educational Services									
	62	Health Care and Social Assistance									
	71	Arts, Entertainment, and Recreation									
	72	Accommodation and Food Services									
	81	Other Services									
	92	Public Administration									
2		Federal Contractor Job Listings									
3		Federal Contractors									
4		Total Employers									

**ETA 9002 E Quarterly Report**  
Job Openings Received

**U.S. Department of Labor**  
Labor Exchange Programs

State		Report Due mm-dd-yyyy								OMB No. 1205-0240 Expires: mm/dd/yyyy	
		Q	R	S	T	U	V	W	X		
Cumulative for Four Quarters Ending mm-dd-yyyy		41-0000	43-0000	45-0000	47-0000	49-0000	51-0000	53-0000	55-0000		
		Sales and Related Occupations	Office and Administrative Support Occupations	Farming, Fishing, and Forestry Occupations	Construction and Extraction Occupations	Installation, Maintenance, and Repair Occupations	Production Occupations	Transportation and Material Moving Occupations	Military Specific Occupations		
1	NAICS	Total Openings Received									
	11	Agriculture, Forestry, Fishing, and Hunting									
	21	Mining									
	22	Utilities									
	23	Construction									
	31-33	Manufacturing									
	42	Wholesale Trade									
	44-45	Retail Trade									
	48-49	Transportation and Warehousing									
	51	Information									
	52	Finance and Insurance									
	53	Real Estate and Rental and Leasing									
	54	Professional, Scientific and Technical Services									
	55	Management of Companies and Enterprises									
	56	Admin. and Spt., Waste Mgt. and Remediation Svcs.									
	61	Educational Services									
	62	Health Care and Social Assistance									
	71	Arts, Entertainment, and Recreation									
	72	Accommodation and Food Services									
	81	Other Services									
	92	Public Administration									
2		Federal Contractor Job Listings									
3		Federal Contractors									
4		Total Employers									

## **APPENDIX B**

### **REPORT SPECIFICATIONS**

The following specifications use two key data elements to determine how to generate the counts: **registration date** and **activity date**. The definitions of these elements are critical to the reporting process.

**Registration Date** is the most recent of the following events:

- 1) initial registration with the labor exchange
- 2) re-registration with the labor exchange after a previous registration year has expired
- 3) the engagement in a labor exchange activity for a job seeker whose previous registration year has expired and who has not been formally re-registered

**Activity Date** is the most recent date that the job seeker engaged in a labor exchange activity.

### **III. ETA 9002 REPORT SPECIFICATIONS**

#### **A. Section 1 - ETA 9002 A**

The following specifications define the rows and columns on the 9002 A report on services to job seekers. In order to calculate the counts for all report elements in the 9002 A, you must combine the specifications for each intersecting row and column. Capitalized text represents the data elements needed to perform the specification. States should use data elements in their system that correspond to the capitalized text. For example, to calculate the unduplicated count of males employed at registration, you would combine COL.B2 and ROW.3:

Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION  
DATE or ACTIVITY DATE is within the last four quarters and EMPLOYMENT  
STATUS - EMPLOYED is Yes

and

GENDER is Male.

# *Employment Service Report Specifications*

## *ETA 9002 A - Services to Job Seekers*

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.A1	Total Job Seekers	Count of individuals who began a registration year or utilized the public labor exchange during the four quarter reporting period.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters.
COL.B	Employment Status at Registration	The status of job seekers, including those in school, at date of registration.	Column Heading
COL.B2	Employed	Count of job seekers at registration (a) who are currently working as paid employees, or who work in their own businesses, professions; or on their own farms; and (b) who are not working, but who have jobs or businesses from which they are temporarily absent because of temporary lay-off, illness, bad weather, vacation, labor management disputes, or personal reasons, whether they are paid for the time off or are seeking other jobs. Members of the Armed Forces stationed in the U.S. are included.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and EMPLOYMENT STATUS - EMPLOYED is Yes.
COL.B3	Unemployed	Count of job seekers at registration (a) who are not employed; or (b) who, although employed, have received notice of termination of employment.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and EMPLOYMENT STATUS - UNEMPLOYED is Yes.
COL.C4	Eligible Claimant - Total	Count of registered job seekers who have filed a claim for unemployment compensation and who, during the registration year, have been determined monetarily eligible for benefit payments under one or more State or Federal unemployment compensation programs.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and the job seeker is MONETARILY ELIGIBLE for State or Federal unemployment compensation benefit payments during the REGISTRATION YEAR.
COL.D	Race and Ethnicity	The race and ethnicity designations of job seekers.	Column Heading
COL.D5	Hispanic or Latino AND American Indian or Alaska Native	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: HISPANIC OR LATINO is Yes and RACE: AMERICAN INDIAN OR ALASKA NATIVE is Yes and no other category of race is selected.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.D6	Hispanic or Latino AND Asian	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: HISPANIC OR LATINO is Yes and RACE: ASIAN is Yes and no other category of race is selected.
COL.D7	Hispanic or Latino AND Black or African American	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the black racial groups of Africa.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: HISPANIC OR LATINO is Yes and RACE: BLACK OR AFRICAN AMERICAN is Yes and no other category of race is selected.
COL.D8	Hispanic or Latino AND Native Hawaiian or Other Pacific Islander.	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: HISPANIC OR LATINO is Yes and RACE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER is Yes and no other category of race is selected.
COL.D9	Hispanic or Latino AND White	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Europe, the Middle East, or North Africa.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: HISPANIC OR LATINO is Yes and RACE: WHITE is Yes and no other category of race is selected.
COL.D10	Hispanic or Latino AND More Than One Race.	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have identified themselves as having origins from more than one racial categories.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: HISPANIC OR LATINO is Yes and RACE is Yes for more than one racial category.
COL.D11	Not Hispanic or Latino AND American Indian or Alaska Native	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: AMERICAN INDIAN OR ALASKA NATIVE is Yes and no other category of race is selected.
COL.D12	Not Hispanic or Latino AND Asian	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: ASIAN is Yes and no other category of race is selected.

<i><b>Number</b></i>	<i><b>Reporting Element</b></i>	<i><b>Definition</b></i>	<i><b>Reporting Specification</b></i>
COL.D13	Not Hispanic or Latino AND Black or African American	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the black racial groups of Africa.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: BLACK OR AFRICAN AMERICAN is Yes and no other category of race is selected.
COL.D14	Not Hispanic or Latino AND Native Hawaiian or Other Pacific Islander.	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER is Yes and no other category of race is selected.
COL.D15	Not Hispanic or Latino AND White.	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Europe, the Middle East, or North Africa.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: WHITE is Yes and no other category of race is selected.
COL.D16	Not Hispanic or Latino AND More Than One Race.	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have identified themselves as having origins from more than one racial categories.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE is Yes for more than one racial category.
COL.E	Education	The highest level of education an job seeker has completed at the date of registration.	Column Heading
COL.E17	In School	Count of job seekers who, at time of registration, are currently attending secondary, vocational, technical, or academic school full-time, or who are between terms and intend to return to school.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and EDUCATION - IN SCHOOL is Yes.
COL.E18	Not High School Graduate	Count of job seekers who, at time of registration, are no longer attending any school and have not received a secondary school diploma or its recognized equivalent.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and EDUCATION - NOT A HIGH SCHOOL GRADUATE is Yes.
COL.E19	High School Graduate or GED	Count of job seekers who, at time of registration, are not attending any school and have either graduated from high school or hold a GED.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and EDUCATION - HIGH SCHOOL GRADUATE OR GED is Yes.
COL.E20	Post Secondary Degree or Certification	Count of job seekers who, at time of registration, have received a post-secondary vocational, technical, or academic degree or certificate of successful completion.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and EDUCATION - POST SECONDARY DEGREE OR CERTIFICATE is Yes.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.F21	Persons with Disabilities	Count of registered job seekers with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and INDIVIDUAL WITH A DISABILITY is Yes.
COL.G22	MSFW - Total	Count of registered job seekers who are one of the following: Seasonal Farm Worker - Persons who during the preceding 12 months worked at least an aggregate of 25 or more days or parts of days in which some work was performed in farm work, earned at least half of their earned income from farm work, and were not employed in farm work year round by the same employer. For purposes of this definition only, a farm labor contractor is not considered an employer. Non-migrant individuals who are full-time students are excluded. Migrant Farm Worker - Seasonal farm workers who have to travel to do the farm work so that they were unable to return to their permanent residence within the same day. Full-time student traveling in organized groups, rather than with their families, are excluded. Migrant Food Processor - Persons who during the preceding 12 months worked at least an aggregate of 25 or more days or parts of days in which some work was performed in food processing, who earned at least half of his earned income from processing work, and were not employed in food processing year round by the same employer. Migrant food processing workers who are full-time students, but who travel in organized groups rather than with their families, are excluded.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and MSFW is Yes.
COL.H23	Interstate - Total	Count of interstate registered job seekers that are the result of ES activities in the placement process involving joint action of local offices in different states in distributing job order information and referring and placing of qualified registered job seekers. This includes agricultural placement activity. This should be reported by the job seeker holding state. This only applies to MSFW registered job seekers.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and MSFW is Yes and INTERSTATE is Yes.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.1	Total Active Job Seekers	<p>Count of individuals who began a registration year or utilized the public labor exchange during the four quarter reporting period.</p> <p>The following information shall be requested from job seekers at registration: name, contact information, social security number, ethnicity, race, veteran status, age, gender, employment status, educational attainment, disability status, and migrant and seasonal farmworker status. Job seekers may be registered upon contacting the labor exchange through the One-Stop delivery system or as required by State law or policy; however, job seekers receiving staff-assisted services funded under the Wagner-Peyser Act must be registered.</p> <p>Job seekers who use self-services or facilitated self-help services may be counted as active job seekers, but this is not required. If parts of two registration years for an individual job seeker fall within the reporting period, the job seeker is only counted once.</p>	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters.
ROW.2	Veterans and Eligible Persons	<p>Counts of registered job seekers who are veterans or eligible persons. A veteran is an individual who served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge or was discharged or released because of a service connected disability; or as a member of a reserve component under an order to active duty pursuant to section 672 (a), (d), or, (g), 673 (a) of Title 10, U.S.C., served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge. An eligible person is one who is</p> <p>(a) the spouse of any person who died on active duty or of a service-connected disability; or,</p> <p>(b) the spouse of any member of the Armed Forces serving on active duty who at the time of application for assistance under this part, is listed, pursuant to 38 U.S.C. 101 and the regulations issued thereunder, by the Secretary concerned, in one or more of the following categories and has been so listed for more than 90 days:</p> <p>(i) missing in action</p> <p>(ii) captured in the line of duty by a hostile force, or</p> <p>(iii) forcibly detained or interned in the line of duty by a foreign government or power; or</p> <p>(c) the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.</p>	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VETERAN or ELIGIBLE PERSON is Yes.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.3	Male	Count of registered job seekers who are male. Self-explanatory; usually recorded by the registered job seekers themselves. (The male/female registered job seeker groups must be compiled for each sex separately.) The sum of ROWS 003 and 004, in each column must be the same as the entry reported for ROW 001, Total New Registered Job Seekers, in that column for the same report quarter of the same registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and GENDER is Male.
ROW.4	Female	Count of registered job seekers who are female. Self-explanatory; usually recorded by the registered job seekers themselves. (The male/female registered job seeker groups must be compiled for each sex separately.) The sum of ROWS 003 and 004, in each column must be the same as the entry reported for ROW 001, Total New Registered Job Seekers, in that column for the same report quarter of the same registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and GENDER is Female.
ROW.5	Youth	Count of registered job seekers under 19 years of age at the beginning of the registration year.  Note: For all age categories, if more than one registration year is covered by the reporting period, use age at the beginning date of the most recent registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DATE OF BIRTH is less than 19 years before REGISTRATION DATE .
ROW.6	Adult (19 and over)	Count of registered job seekers 19 years old and over at the beginning of the registration year. This is the sum of ROWS 7, 8, and 9.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DATE OF BIRTH is 19 years or more before REGISTRATION DATE .
ROW.7	19-44	Count of registered job seekers age 19-44 at the beginning of the registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
ROW.8	45-54	Count of registered job seekers age 45-54 at the beginning of the registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
ROW.9	55 and over	Count of registered job seekers 55 years of age or more at the beginning of the registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.10	Received Staff-Assisted Services	Count of registered job seekers who have received staff-assisted services during the current registration year. Staff-assisted services include: (a) referral to a job, (b) placement in training, (c) reemployment services (d) assessment services, including an assessment interview, testing, counseling, or employability planning, (e) case management, (f) career guidance, (g) job search activities, (i) federal bonding program, (h) job development contacts, (i) tax credit eligibility determination, (j) referral to other services, including skills training, educational services, and supportive services, or (k) any other service requiring significant expenditure of staff time. Application taking/registration and the use of self-service or facilitated self-help services are not included as staff-assisted services.	Count of unique SOCIAL SECURITY NUMBERS where DATE RECEIVED STAFF-ASSISTED SERVICES is within the last four quarters.
ROW.11	Career Guidance	Count of registered job seekers who received services which include the provision of information, materials, suggestions, or advice which are intended to assist the applicant in making occupation or career decisions.	Count of unique SOCIAL SECURITY NUMBERS where DATE RECEIVED CAREER GUIDANCE is within the last four quarters.
ROW.12	Job Search Activities	Count of all registered job seekers provided services which are designed to help the job seeker plan and carry out a successful job hunting strategy. The services include resume preparation assistance, job search workshops, job finding clubs, provision of specific labor market information and development of a job search plan. "Resume Assistance" - Providing instructions on the content and format of resumes and cover letters and providing assistance in the development and production of the same. "Job Search Workshops" - An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development. "Job Finding Clubs" - have all the elements of the ES Job Search Workshop, plus a period of structured application where participants attempt to obtain jobs. "Provision of Specific Labor Market Information" - Information concerning occupational staffing patterns, hiring patterns, working conditions, and pay of firms or industries. "Job Search Planning" - Development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.	Count of unique SOCIAL SECURITY NUMBERS where DATE RECEIVED JOB SEARCH ACTIVITIES is within the last four quarters.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.13	Referred to Employment	Count of all registered job seekers who were referred to employment. A referral to employment is (a) the act of bringing to the attention of an employer an applicant or group of registered job seekers who are available for a job and (b) the record of such a referral. It means the same as "referral to a job."	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO EMPLOYMENT is within the last four quarters.
ROW.14	Referred to WIA Services	Count of registered job seekers referred to a service delivery component funded under Title I of the Workforce Investment Act of 1998.	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO WIA SERVICES is within the last four quarters.
ROW.15	Referred to Support Services	Count of registered job seekers referred to services designed to assist an individual to achieve physical, mental, social or economic well being and reduce or eliminate barriers to employment. These include health and medical services, child care, emergency financial services, relocation assistance, residential support, nutritional and legal services.	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO SUPPORT SERVICES is within the last four quarters.

## **B. Section 2 - ETA 9002 B**

The following specifications define the rows and columns on the 9002 B report on services to veterans. In order to calculate the counts for all report elements in the 9002 B, you must combine the specifications for each intersecting row and column. Capitalized text represents the data elements needed to perform the specification. States should use data elements in their system that correspond to the capitalized text. For example, to calculate the unduplicated count of Vietnam era veterans age 55 years or more who received staff services, you would combine COL.C11 and ROW.4:

Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VIETNAM ERA VETERAN is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE

and

DATE RECEIVED STAFF ASSISTED SERVICES is within the last four quarters.

# *Employment Service Report Specifications*

## *ETA 9002 B - Services to Veterans*

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.A	Total Veterans and Eligible Persons	<p>Counts of registered job seekers who are veterans or eligible persons.</p> <p>A veteran is an individual who served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge or was discharged or released because of a service connected disability; or as a member of a reserve component under an order to active duty pursuant to section 672 (a), (d), or, (g), 673 (a) of Title 10, U.S.C., served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.</p> <p>An eligible person is one who is</p> <p>(a) the spouse of any person who died on active duty or of a service-connected disability; or,</p> <p>(b) the spouse of any member of the Armed Forces serving on active duty who at the time of application for assistance under this part, is listed, pursuant to 38 U.S.C. 101 and the regulations issued thereunder, by the Secretary concerned, in one or more of the following categories and has been so listed for more than 90 days:</p> <p>(i) missing in action</p> <p>(ii) captured in the line of duty by a hostile force, or</p> <p>(iii) forcibly detained or interned in the line of duty by a foreign government or power; or</p> <p>(c ) the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.</p>	Column Heading
COL.A1	Total Veterans and Eligible Persons - 19-44	<p>Count of veterans and eligible persons age 19-44 at the beginning of the registration year.</p> <p>(See definition for Total Veterans and Eligible Persons)</p>	<p>Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VETERAN or ELIGIBLE PERSON is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .</p>
COL.A2	Total Veterans and Eligible Persons - 45-54	<p>Count of veterans and eligible persons age 45-54 at the beginning of the registration year.</p> <p>(See definition for Total Veterans and Eligible Persons)</p>	<p>Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VETERAN or ELIGIBLE PERSON is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .</p>

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.A3	Total Veterans and Eligible Persons - 55+	Count of veterans and eligible persons age 55 or more at the beginning of the registration year. (See definition for Total Veterans and Eligible Persons)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VETERAN or ELIGIBLE PERSON is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.A4	Total Veterans and Eligible Persons - Total	Count of all veterans and eligible persons. (See definition for Total Veterans and Eligible Persons)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VETERAN or ELIGIBLE PERSON is Yes.
COL.B	Campaign Badge Veterans	Counts of registered job seekers who are campaign badge veterans. The registered job seeker is a campaign badge veteran if: 1) The individual is a veteran who served on active duty in the U.S. armed forces during a war or in a campaign or expedition for which a campaign badge or expeditionary medal has been authorized as identified and listed by the Office of Personnel Management (OPM). Please see Appendix B for the current list as of 01/07/2000. For campaigns occurring after this date, updated information may be obtained on the OPM web site: <a href="http://www.opm.gov/veterans/html/vgmedal2.htm">http://www.opm.gov/veterans/html/vgmedal2.htm</a> .  2) The individual served in the active U.S. military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable during the Vietnam-era (the period beginning on February 28, 1961 and ending on May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning on August 5, 1964 and ending on May 7, 1975, in all other cases).	Column Heading
COL.B5	Campaign Badge Veterans - 19-44	Count of campaign badge veterans age 19-44 at the beginning of the registration year. (See definition for campaign badge veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and CAMPAIGN BADGE VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.B6	Campaign Badge Veterans - 45-54	Count of campaign badge veterans age 45-54 at the beginning of the registration year. (See definition for campaign badge veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and CAMPAIGN BADGE VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.B7	Campaign Badge Veterans - 55+	Count of campaign badge veterans age 55 or more at the beginning of the registration year. (See definition for Total Veterans and Eligible Persons)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and CAMPAIGN BADGE VETERANS is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.B8	Campaign Badge Veterans - Total	Count of all campaign badge veterans. (See definition for campaign badge veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and CAMPAIGN BADGE VETERAN is Yes.
COL.C	Total Vietnam Era Veterans	Counts of registered job seekers who are Vietnam era veterans. Veterans who served on active duty over 180 days - any part of which was during the period beginning August 5, 1964 and ending May 7, 1975.	Column Heading
COL.C9	Vietnam Era Veterans - 19-44	Count of Vietnam era veterans age 19-44 at the beginning of the registration year. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VIETNAM ERA VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.C10	Vietnam Era Veterans - 45-54	Count of Vietnam era veterans age 45-54 at the beginning of the registration year. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VIETNAM ERA VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.C11	Vietnam Era Veterans - 55+	Count of Vietnam era veterans age 55 or more at the beginning of the registration year. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VIETNAM ERA VETERAN is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.C12	Vietnam Era Veterans - Total	Count of all Vietnam era veterans. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and VIETNAM ERA VETERAN is Yes.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.D	Total Disabled Veterans	Counts of registered job seekers who are disabled veterans. A disabled veteran is a veteran who is entitled to compensation regardless of rating (including those rated at 0%); or who but for the receipt of military retirement pay would be entitled to compensation, under laws administered by the Department of Veterans Affairs; or was discharged or released from active duty because of a service-connected disability. A veteran rate at 0% for disability is a service-connected disabled veteran who is entitled to compensation (the law does not require receipt of compensation) whether or not he/she receives monetary benefits or compensation. 0% rated disabled veterans may be reevaluated at a later date to 10% or more.	Column Heading
COL.D13	Disabled Veterans - 19-44	Count of disabled veterans age 19-44 at the beginning of the registration year. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DISABLED VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.D14	Disabled Veterans - 45-54	Count of disabled veterans age 45-54 at the beginning of the registration year. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DISABLED VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.D15	Disabled Veterans - 55+	Count of disabled veterans age 55 or more at the beginning of the registration year. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DISABLED VETERAN is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.D16	Disabled Veterans - Total	Count of all disabled veterans. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DISABLED VETERAN is Yes.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.E	Total Special Disabled Veterans	Counts of registered job seekers who are special disabled veterans. A special disabled veteran is a veteran who (a) is entitled to compensation (or who, but for the receipt of military retirement pay would be entitled to compensation) under laws administered by the Department of Veterans Affairs (DVA) for a disability, (i) rated at 30 percent or more or, (ii) rated at 10 or 20 percent in the case of a veteran who has been determined by DVA to have a serious employment handicap; or (b) a person who was discharged or released from active duty because of a service-connected disability. "Special Disabled" is also included in the count of "Disabled".	Column Heading
COL.E17	Special Disabled Veterans - 19-44	Count of special disabled veterans age 19-44 at the beginning of the registration year. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and SPECIAL DISABLED VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.E18	Special Disabled Veterans - 45-54	Count of special disabled veterans age 45-54 at the beginning of the registration year. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and SPECIAL DISABLED VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.E19	Special Disabled Veterans - 55+	Count of special disabled veterans age 55 or more at the beginning of the registration year. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and SPECIAL DISABLED VETERAN is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.E20	Special Disabled Veterans - Total	Count of all special disabled veterans. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and SPECIAL DISABLED VETERAN is Yes.
COL.F21	Newly Separated Veterans	Count of newly separated veterans. A newly separated veteran is a Title 38 eligible veteran whose date of separation from active U.S. military service is within the 12 months prior to the beginning of the registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and DATE OF SEPARATION FROM ACTIVE U.S. MILITARY SERVICE is within the 12 months prior to the BEGINNING OF THE REGISTRATION YEAR.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.1	Total Active Job Seekers	<p>Count of individuals who began a registration year or utilized the public labor exchange during the four quarter reporting period.</p> <p>The following information shall be requested from job seekers at registration: name, contact information, social security number, ethnicity, race, veteran status, age, gender, employment status, educational attainment, disability status, and migrant and seasonal farmworker status. Job seekers may be registered upon contacting the labor exchange through the One-Stop delivery system or as required by State law or policy; however, job seekers receiving staff-assisted services funded under the Wagner-Peyser Act must be registered.</p> <p>Job seekers who use self-services or facilitated self-help services may be counted as active job seekers, but this is not required. If parts of two registration years for an individual job seeker fall within the reporting period, the job seeker is only counted once.</p>	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters.
ROW.2	Male	Count of registered job seekers who are male. Self-explanatory; usually recorded by the registered job seekers themselves. (The male/female registered job seeker groups must be compiled for each sex separately.) The sum of ROWS 002 and 003, in each column must be the same as the entry reported for ROW 001, Total New Registered Job Seekers, in that column for the same report quarter of the same registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and GENDER is Male.
ROW.3	Female	Count of registered job seekers who are female. Self-explanatory; usually recorded by the registered job seekers themselves. (The male/female registered job seeker groups must be compiled for each sex separately.) The sum of ROWS 003 and 004, in each column must be the same as the entry reported for ROW 001, Total New Registered Job Seekers, in that column for the same report quarter of the same registration year.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE or ACTIVITY DATE is within the last four quarters and GENDER is Female.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.4	Received Staff-Assisted Services	Count of registered job seekers who have received staff-assisted services during the current registration year. Staff-assisted services include: (a) referral to a job, (b) placement in training, (c) reemployment services (d) assessment services, including an assessment interview, testing, counseling, or employability planning, (e) case management, (f) career guidance, (g) job search activities, (h) federal bonding program, (i) job development contacts, (j) tax credit eligibility determination, (k) referral to other services, including skills training, educational services, and supportive services, or (l) any other service requiring significant expenditure of staff time. Application taking/registration and the use of self-service or facilitated self-help services are not included as staff-assisted services.	Count of unique SOCIAL SECURITY NUMBERS where DATE RECEIVED STAFF-ASSISTED SERVICES is within the last four quarters.
ROW.5	Career Guidance	Count of registered job seekers who received services which include the provision of information, materials, suggestions, or advice which are intended to assist the job seeker in making occupation or career decisions.	Count of unique SOCIAL SECURITY NUMBERS where DATE RECEIVED CAREER GUIDANCE is within the last four quarters.
ROW.6	Job Search Activities	Count of all registered job seekers provided services which are designed to help the job seeker plan and carry out a successful job hunting strategy. The services include resume preparation assistance, job search workshops, job finding clubs, provision of specific labor market information and development of a job search plan. "Resume Assistance" - Providing instructions on the content and format of resumes and cover letters and providing assistance in the development and production of the same. "Job Search Workshops" - An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development. "Job Finding Clubs" - have all the elements of the ES Job Search Workshop, plus a period of structured application where participants attempt to obtain jobs. "Provision of Specific Labor Market Information" - Information concerning occupational staffing patterns, hiring patterns, working conditions, and pay of firms or industries. "Job Search Planning" - Development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.	Count of unique SOCIAL SECURITY NUMBERS where DATE RECEIVED JOB SEARCH ACTIVITIES is within the last four quarters.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.7	Referred to Employment	Count of all registered job seekers who were referred to employment. A referral to employment is (a) the act of bringing to the attention of an employer an job seeker or group of registered job seekers who are available for a job and (b) the record of such a referral. It means the same as "referral to a job."	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO EMPLOYMENT is within the last four quarters.
ROW.8	Referred to WIA Services	Count of registered job seekers referred to a service delivery component funded under Title I of the Workforce Investment Act of 1998.	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO WIA SERVICES is within the last four quarters.
ROW.9	Referred to Support Services	Count of registered job seekers referred to services designed to assist an individual to achieve physical, mental, social or economic well being and reduce or eliminate barriers to employment. These include health and medical services, child care, emergency financial services, relocation assistance, residential support, nutritional and legal services.	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO SUPPORT SERVICES is within the last four quarters.
ROW.10	Provided Case Management Services	Count of registered job seekers who are veterans assigned a case manager who receive career guidance, referral to supportive services, job development contacts, referral to jobs, referral to training, or any combination of those services.	Count of unique SOCIAL SECURITY NUMBERS where DATE PROVIDED CASE MANAGEMENT SERVICES is within the last four quarters.
ROW.11	Referred to Federal Training	Count of registered job seekers who are veterans referred to any intensive service or training program supported by the Federal Government, such as WIA funded projects, TAA, NAFTA, and Job Corps. This does not include DVA-OJT.	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO FEDERAL TRAINING is within the last four quarters.
ROW.12	Placed in Federal Training	Count of registered job seekers who are veterans verified to have entered any job training program supported by the Federal government such as WIA, Job Corps, etc. This does not include placements in DVA-OJT.	Count of unique SOCIAL SECURITY NUMBERS where DATE PLACED IN FEDERAL TRAINING is within the last four quarters.
ROW.13	Referred to Federal Job	Count of registered job seekers who are veterans referred to a job opening filed with a placement office by a department or agency of the Federal government or other entity under the jurisdiction of the U.S. Office of Personnel Management.	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO A FEDERAL JOB is within the last four quarters.
ROW.14	Placed in Federal Jobs	Count of registered job seekers who are veterans placed in a job opening filed with a placement office by a department or agency or other entity under the jurisdiction of the U.S. Office of Personnel Management.	Count of unique SOCIAL SECURITY NUMBERS where DATE PLACED IN FEDERAL JOBS is within the last four quarters.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.15	Referred to FCJL Jobs	Count of registered job seekers who are veterans referred to a job opening listed by an employer identified as a Federal contractor. NOTE: This item is not required for "Disabled Veterans."	Count of unique SOCIAL SECURITY NUMBERS where DATE REFERRED TO FCJL JOBS is within the last four quarters.
ROW.16	Placed in FCJL Jobs	Count of registered job seekers who are veterans placed in a FCJL Job. NOTE: This Item is not required for "Disabled Veterans."	Count of unique SOCIAL SECURITY NUMBERS where DATE PLACED IN FCJL JOBS is within the last four quarters.

### **C. Section 3 - ETA 9002 C**

The following specifications define the rows and columns on the 9002 C report on performance outcomes for job seekers. In order to calculate the counts and rates for all report elements in the 9002 C, you must combine the specifications for each intersecting row and column. Capitalized text represents the data elements needed to perform the specification. States should use data elements in their system that correspond to the capitalized text. For example, to calculate the unduplicated count of applicants who are in school at time of registration and who entered employment, you would combine ROW.1 and:COL.E17

Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these wages is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER

and

EDUCATION - IN SCHOOL is Yes.

# *Employment Service Report Specifications*

## *ETA 9002 C - Performance Outcomes - Job Seekers/Employers*

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.A1	Total Job Seekers	Count of individuals who began a registration year during the four quarter reporting period.	Count of unique SOCIAL SECURITY NUMBERS.
COL.B	Employment Status at Registration	The status of job seekers, including those in school, at date of registration.	Column Heading
COL.B2	Employed	Count of job seekers at registration (a) who are currently working as paid employees, or who work in their own businesses, professions; or on their own farms; and (b) who are not working, but who have jobs or businesses from which they are temporarily absent because of temporary lay-off, illness, bad weather, vacation, labor management disputes, or personal reasons, whether they are paid for the time off or are seeking other jobs. Members of the Armed Forces stationed in the U.S. are included.	Count of unique SOCIAL SECURITY NUMBERS where EMPLOYMENT STATUS - EMPLOYED is Yes.
COL.B3	Unemployed	Count of job seekers at registration (a) who are not employed; or (b) who, although employed, have received notice of termination of employment.	Count of unique SOCIAL SECURITY NUMBERS where EMPLOYMENT STATUS - UNEMPLOYED is Yes.
COL.C4	Eligible Claimant - Total	Count of registered job seekers who have filed a claim for unemployment compensation and who, during the registration year, have been determined monetarily eligible for benefit payments under one or more State or Federal unemployment compensation programs.	Count of unique SOCIAL SECURITY NUMBERS where the job seeker is MONETARILY ELIGIBLE for State or Federal unemployment compensation benefit payments during the REGISTRATION YEAR.
COL.D	Race and Ethnicity	The race and ethnicity designations of job seekers	Column Heading
COL.D5	Hispanic or Latino AND American Indian or Alaska Native	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of North and south America (including Central America), and who maintain tribal affiliation or community attachment.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: HISPANIC OR LATINO is Yes and RACE: AMERICAN INDIAN OR ALASKA NATIVE is Yes and no other category of race is selected.
COL.D6	Hispanic or Latino AND Asian	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: HISPANIC OR LATINO is Yes and RACE: ASIAN is Yes and no other category of race is selected.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.D7	Hispanic or Latino AND Black or African American	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the black racial groups of Africa.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: HISPANIC OR LATINO is Yes and RACE: BLACK OR AFRICAN AMERICAN is Yes and no other category of race is selected.
COL.D8	Hispanic or Latino AND Native Hawaiian or Other Pacific Islander.	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: HISPANIC OR LATINO is Yes and RACE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER is Yes and no other category of race is selected.
COL.D9	Hispanic or Latino AND White	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Europe, the Middle East, or North Africa.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: HISPANIC OR LATINO is Yes and RACE: WHITE is Yes and no other category of race is selected.
COL.D10	Hispanic or Latino AND More Than One Race	Count of persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have identified themselves as having origins from more than one racial categories.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: HISPANIC OR LATINO is Yes and RACE is Yes for more than one racial category.
COL.D11	Not Hispanic or Latino AND American Indian or Alaska Native	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of North and south America (including Central America), and who maintain tribal affiliation or community attachment.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: AMERICAN INDIAN OR ALASKA NATIVE is Yes and no other category of race is selected.
COL.D12	Not Hispanic or Latino AND Asian	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: ASIAN is Yes and no other category of race is selected.
COL.D13	Not Hispanic or Latino AND Black or African American	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the black racial groups of Africa.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: BLACK OR AFRICAN AMERICAN is Yes and no other category of race is selected.
COL.D14	Not Hispanic or Latino AND Native Hawaiian or Other Pacific Islander	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER is Yes and no other category of race is selected.

<i><b>Number</b></i>	<i><b>Reporting Element</b></i>	<i><b>Definition</b></i>	<i><b>Reporting Specification</b></i>
COL.D15	Not Hispanic or Latino AND White	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have origins in any of the original peoples of Europe, the Middle East, or North Africa.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE: WHITE is Yes and no other category of race is selected.
COL.D16	Not Hispanic or Latino AND More Than One Race	Count of persons not identifying themselves as of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin AND who have identified themselves as having origins from more than one racial categories.	Count of unique SOCIAL SECURITY NUMBERS where ETHNICITY: NOT HISPANIC OR LATINO is Yes and RACE is Yes for more than one racial category.
COL.E	Education	The highest level of education an job seeker has completed at the date of registration.	Column Heading
COL.E17	In School	Count of job seekers who, at time of registration, are currently attending secondary, vocational, technical, or academic school full-time, or who are between terms and intend to return to school.	Count of unique SOCIAL SECURITY NUMBERS where EDUCATION - IN SCHOOL is Yes.
COL.E18	Not High School Graduate	Count of job seekers who, at time of registration, are no longer attending any school and have not received a secondary school diploma or its recognized equivalent.	Count of unique SOCIAL SECURITY NUMBERS where EDUCATION - NOT A HIGH SCHOOL GRADUATE is Yes.
COL.E19	High School Graduate or GED	Count of job seekers who, at time of registration, are not attending any school and have either graduated from high school or hold a GED.	Count of unique SOCIAL SECURITY NUMBERS where EDUCATION - HIGH SCHOOL GRADUATE OR GED is Yes.
COL.E20	Post Secondary Degree or Certification	Count of job seekers who, at time of registration, have received a post-secondary vocational, technical, or academic degree or certificate of successful completion.	Count of unique SOCIAL SECURITY NUMBERS where EDUCATION - POST SECONDARY DEGREE OR CERTIFICATE is Yes.
COL.F21	Persons with Disabilities	Count of registered job seekers with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102)	Count of unique SOCIAL SECURITY NUMBERS where INDIVIDUAL WITH A DISABILITY is Yes.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.G22	MSFW - Total	<p>Count of registered job seekers who are one of the following:</p> <p>Seasonal Farm Worker - Persons who during the preceding 12 months worked at least an aggregate of 25 or more days or parts of days in which some work was performed in farm work, earned at least half of their earned income from farm work, and were not employed in farm work year round by the same employer. For purposes of this definition only, a farm labor contractor is not considered an employer. Non-migrant individuals who are full-time students are excluded.</p> <p>Migrant Farm Worker - Seasonal farm workers who have to travel to do the farm work so that they were unable to return to their permanent residence within the same day. Full-time student traveling in organized groups, rather than with their families, are excluded.</p> <p>Migrant Food Processor - Persons who during the preceding 12 months worked at least an aggregate of 25 or more days or parts of days in which some work was performed in food processing, who earned at least half of his earned income from processing work, and were not employed in food processing year round by the same employer. Migrant food processing workers who are full-time students, but who travel in organized groups rather than with their families, are excluded.</p>	Count of unique SOCIAL SECURITY NUMBERS where MSFW is Yes.
COL.H23	Interstate - Total	<p>Count of interstate registered job seekers that are the result of ES activities in the placement process involving joint action of local offices in different states in distributing job order information and referring and placing of qualified registered job seekers. This includes agricultural placement activity. This should be reported by the job seeker holding state. This only applies to MSFW registered job seekers.</p>	Count of unique SOCIAL SECURITY NUMBERS where MSFW is Yes and INTERSTATE is Yes.
ROW.1	Entered Employment	Count of registered job seekers who, in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration. This is the numerator of the entered employment rate measure (see ROW.C.006).	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these wages is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.2	Entered Employment (Youth)	Count of registered job seekers under 19 years of age at the time of registration, who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period, DATE OF BIRTH is less than 19 years before REGISTRATION DATE, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than the EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.3	Entered Employment (19-44)	Count of registered job seekers age 19-44 at the time of registration, who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration.	Count of SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period, DATE OF BIRTH is between 19 and 44 years before REGISTRATION DATE, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.4	Entered Employment (45-54)	Count of registered job seekers age 45-54 at the time of registration, who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period, DATE OF BIRTH is between 45 and 54 years before REGISTRATION DATE, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.5	Entered Employment (55 and over)	Count of registered job seekers over age 55 at the time of registration, who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period, DATE OF BIRTH is 55 years or more before REGISTRATION DATE, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.6	Entered Employment Rate Base	The difference between the count of job seekers who registered or re-registered with the labor exchange during any of the previous four calendar quarters and the count of any of those job seekers whose wages earned in the first and second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to registration.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period, minus count of SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is not different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.7	Entered Employment Rate	The count of registered job seekers who, in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration, divided by the difference between the count of job seekers who registered or re-registered with the labor exchange during any of the previous four calendar quarters and the count of any of those job seekers whose wages earned in the first and second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to registration.	The sum of ROW.1 divided by the sum of ROW.6.
ROW.8	Employment Retention at Six Months	Count of the number of registered job seekers age 19 and older at the time of registration who earned wages in the second quarter following the quarter in which they ENTERED EMPLOYMENT (see ROW.C.003, ROW.C.004, and ROW.C.005).	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period, DATE OF BIRTH is 19 years or more before REGISTRATION DATE, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER and WAGES 3rd QUARTER AFTER REGISTRATION QUARTER are > 0 or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER and WAGES 4th QUARTER AFTER REGISTRATION are >0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.9	Employment Retention at Six Months Base	Count of registered job seekers age 19 and older at the time of registration, who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration. This is the sum of ROW.C.003 plus ROW.C.004 plus ROW.C.005.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period, DATE OF BIRTH is 19 years or more before REGISTRATION DATE, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1ST QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.10	Employment Retention Rate at Six Months	The Employment Retention at Six Months count (ROW.8) divided by the Employment Retention at Six Months Base count (ROW.9).	The sum of ROW.8 divided by sum of ROW.9.
ROW.11	Job Seeker Customer Satisfaction Score	The weighted average of employer ratings on each of the 3 questions regarding overall satisfaction reported on a 0-100 scale.	
ROW.12	# of Completed Surveys		
ROW.13	Sample Size		
ROW.14	Employer Customer Satisfaction Score	The weighted average of job seeker ratings on each of the 3 questions regarding overall satisfaction reported on a 0-100 scale.	
ROW.15	# of Completed Surveys		
ROW.16	Sample Size		

#### **D. Section 4 - ETA 9002 D**

The following specifications define the rows and columns on the 9002 D report on performance outcomes for veterans. In order to calculate the counts and rates for all report elements in the 9002 D, you must combine the specifications for each intersecting row and column. Capitalized text represents the data elements needed to perform the specification. States should use data elements in their system that correspond to the capitalized text. For example, to calculate the employment retention rate at six months for newly separated veterans, you would combine ROW.6 and COL.F21:

Count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period and DATE OF BIRTH is 19 years or more at time of registration and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these wages is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION and WAGES 3RD QUARTER AFTER REGISTRATION QUARTER or WAGES 4TH QUARTER AFTER REGISTRATION QUARTER are >0,

and where DATE OF SEPARATION FROM ACTIVE U.S. MILITARY SERVICE is within the 12 months prior to the REGISTRATION DATE

divided by the

count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period and DATE OF BIRTH is 19 years or more at time of registration and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these wages is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION.

and where DATE OF SEPARATION FROM ACTIVE U.S. MILITARY SERVICE is within the 12 months prior to the REGISTRATION DATE.

# Employment Service Report Specifications

## ETA 9002 D - Performance Outcomes - Veterans

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.A	Total Veterans and Eligible Persons	<p>Counts of registered job seekers who are veterans or eligible persons.</p> <p>A veteran is an individual who served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge or was discharged or released because of a service connected disability; or as a member of a reserve component under an order to active duty pursuant to section 672 (a), (d), or, (g), 673 (a) of Title 10, U.S.C., served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.</p> <p>An eligible person is one who is:</p> <p>(a) the spouse of any person who died on active duty or of a service-connected disability; or,</p> <p>(b) the spouse of any member of the Armed Forces serving on active duty who at the time of application for assistance under this part, is listed, pursuant to 38 U.S.C. 101 and the regulations issued thereunder, by the Secretary concerned, in one or more of the following categories and has been so listed for more than 90 days:</p> <p>(i) missing in action</p> <p>(ii) captured in the line of duty by a hostile force, or</p> <p>(iii) forcibly detained or interned in the line of duty by a foreign government or power; or</p> <p>(c) the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.</p>	Column Heading
COL.A1	Total Veterans and Eligible Persons - 19-44	<p>Count of veterans and eligible persons age 19-44 at the beginning of the registration year.</p> <p>(See definition for Total Veterans and Eligible Persons)</p>	Count of unique SOCIAL SECURITY NUMBERS where VETERAN or ELIGIBLE PERSON is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.A2	Total Veterans and Eligible Persons - 45-54	<p>Count of veterans and eligible persons age 45-54 at the beginning of the registration year.</p> <p>(See definition for Total Veterans and Eligible Persons)</p>	Count of unique SOCIAL SECURITY NUMBERS where VETERAN or ELIGIBLE PERSON is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.A3	Total Veterans and Eligible Persons - 55+	<p>Count of veterans and eligible persons age 55 or more at the beginning of the registration year.</p> <p>(See definition for Total Veterans and Eligible Persons)</p>	Count of unique SOCIAL SECURITY NUMBERS where VETERAN or ELIGIBLE PERSON is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.A4	Total Veterans and Eligible Persons - Total	Count of all veterans and eligible persons. (See definition for Total Veterans and Eligible Persons)	Count of unique SOCIAL SECURITY NUMBERS where VETERAN or ELIGIBLE PERSON is Yes.
COL.B	Campaign Badge Veterans	Count of registered job seekers who are campaign badge veterans. The registered job seeker is a campaign badge veteran if: 1) The individual is a veteran who served on active duty in the U.S. armed forces during a war or in a campaign or expedition for which a campaign badge or expeditionary medal has been authorized as identified and listed by the Office of Personnel Management (OPM). Please see Appendix B for the current list as of 01/07/2000. For campaigns occurring after this date, updated information may be obtained on the OPM web site: <a href="http://www.opm.gov/veterans/html/vgmedal2.htm">http://www.opm.gov/veterans/html/vgmedal2.htm</a> .  2) The individual served in the active U.S. military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable during the Vietnam-era (the period beginning on February 28, 1961 and ending on May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning on August 5, 1964 and ending on May 7, 1975, in all other cases).	Column Heading
COL.B5	Campaign Badge Veterans - 19-44	Count of campaign badge veterans age 19-44 at the beginning of the registration year. (See definition for campaign badge veterans)	Count of unique SOCIAL SECURITY NUMBERS where CAMPAIGN BADGE VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.B6	Campaign Badge Veterans - 45-54	Count of campaign badge veterans age 45-54 at the beginning of the registration year. (See definition for campaign badge veterans)	Count of unique SOCIAL SECURITY NUMBERS where CAMPAIGN BADGE VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.B7	Campaign Badge Veterans - 55+	Count of campaign badge veterans age 55 or more at the beginning of the registration year. (See definition for Total Veterans and Eligible Persons)	Count of unique SOCIAL SECURITY NUMBERS where CAMPAIGN BADGE VETERANS is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.B8	Total Campaign Badge Veterans	Count of all campaign badge veterans. (See definition for campaign badge veterans)	Count of unique SOCIAL SECURITY NUMBERS where CAMPAIGN BADGE VETERAN is Yes.
COL.C	Total Vietnam Era Veterans	Count of registered job seekers who are Vietnam era veterans. Veterans who served on active duty over 180 days - any part of which was during the period beginning August 5, 1964 and ending May 7, 1975.	Column Heading
COL.C9	Vietnam Era Veterans - 19-44	Count of Vietnam era veterans age 19-44 at the beginning of the registration year. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where VIETNAM ERA VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .

<i><b>Number</b></i>	<i><b>Reporting Element</b></i>	<i><b>Definition</b></i>	<i><b>Reporting Specification</b></i>
COL.C10	Vietnam Era Veterans - 45-54	Count of Vietnam era veterans age 45-54 at the beginning of the registration year. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where VIETNAM ERA VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.C11	Vietnam Era Veterans - 55+	Count of Vietnam era veterans age 55 or more at the beginning of the registration year. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where VIETNAM ERA VETERAN is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.C12	Vietnam Era Veterans - Total	Count of all Vietnam era veterans. (See definition for Vietnam era veterans)	Count of unique SOCIAL SECURITY NUMBERS where VIETNAM ERA VETERAN is Yes.
COL.D	Total Disabled Veterans	Counts of registered job seekers who are disabled veterans. A disabled veteran is a veteran who is entitled to compensation regardless of rating (including those rated at 0%); or who but for the receipt of military retirement pay would be entitled to compensation, under laws administered by the Department of Veterans Affairs; or was discharged or released from active duty because of a service-connected disability. A veteran rate at 0% for disability is a service-connected disabled veteran who is entitled to compensation (the law does not require receipt of compensation) whether or not he/she receives monetary benefits or compensation. 0% rated disabled veterans may be reevaluated at a later date to 10% or more.	Column Heading
COL.D13	Disabled Veterans - 19-44	Count of disabled veterans age 19-44 at the beginning of the registration year. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where DISABLED VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.D14	Disabled Veterans - 45-54	Count of disabled veterans age 45-54 at the beginning of the registration year. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where DISABLED VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.D15	Disabled Veterans - 55+	Count of disabled veterans age 55 or more at the beginning of the registration year. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where DISABLED VETERAN is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.D16	Disabled Veterans - Total	Count of all disabled veterans. (See definition for disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where DISABLED VETERAN is Yes.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.E	Total Special Disabled Veterans	Counts of registered job seekers who are special disabled veterans. A special disabled veteran is a veteran who (a) is entitled to compensation (or who, but for the receipt of military retirement pay would be entitled to compensation) under laws administered by the Department of Veterans Affairs (DVA) for a disability, (i) rated at 30 percent or more or, (ii) rated at 10 or 20 percent in the case of a veteran who has been determined by DVA to have a serious employment handicap; or (b) a person who was discharged or released from active duty because of a service-connected disability. "Special Disabled" is also included in the count of "Disabled".	Column Heading
COL.E17	Special Disabled Veterans - 19-44	Count of special disabled veterans age 19-44 at the beginning of the registration year. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where SPECIAL DISABLED VETERAN is Yes and DATE OF BIRTH is 19-44 years before REGISTRATION DATE .
COL.E18	Special Disabled Veterans - 45-54	Count of special disabled veterans age 45-54 at the beginning of the registration year. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where SPECIAL DISABLED VETERAN is Yes and DATE OF BIRTH is 45-54 years before REGISTRATION DATE .
COL.E19	Special Disabled Veterans - 55+	Count of special disabled veterans age 55 or more at the beginning of the registration year. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where SPECIAL DISABLED VETERAN is Yes and DATE OF BIRTH is 55 years or more before REGISTRATION DATE .
COL.E20	Special Disabled Veterans - Total	Count of all special disabled veterans. (See definition for special disabled veterans)	Count of unique SOCIAL SECURITY NUMBERS where SPECIAL DISABLED VETERAN is Yes.
COL.F21	Newly Separated Veterans	Count of newly separated veterans. A newly separated veteran is a Title 38 eligible veteran whose date of separation from active U.S. military service is within the 12 months prior to the beginning of the registration year.	Count of unique SOCIAL SECURITY NUMBERS where DATE OF SEPARATION FROM ACTIVE U.S. MILITARY SERVICE is within the 12 months prior to the REGISTRATION DATE.
ROW.1	Entered Employment	Count of registered job seekers who are veterans and who, in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration. This is the numerator of the entered employment rate measure (see ROW.3).	Count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION QUARTER.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.2	Entered Employment Rate Base	The difference between the count of job seekers who are veterans who registered or reregistered with the labor exchange during any of the previous four calendar quarters and the count of any of those job seekers whose wages earned in the first and second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to registration.	Count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period and VETERAN is Yes, minus the count of unique SOCIAL SECURITY NUMBERS where REGISTRATION DATE is within the reporting period and VETERAN is Yes and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these wages is the same as any EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.3	Entered Employment Rate	The count of registered job seekers who are veterans who, in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration, divided by the difference between the count of job seekers who registered or re- registered with the labor exchange during any of the previous four calendar quarters and the count of any of those job seekers whose wages earned in the first and second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to registration.	The sum of ROW.2 divided by the sum of ROW.1.
ROW.4	Employment Retention at Six Months	Count of the number of registered job seekers who are veterans age 19 and older at the time of registration who earned wages in the second quarter following the quarter in which they entered employment.	Count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period and DATE OF BIRTH is 19 years or more at time of registration and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these wages is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION QUARTER and WAGES 3RD QUARTER AFTER REGISTRATION QUARTER or WAGES 4TH QUARTER AFTER REGISTRATION QUARTER are >0.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.5	Entered Employment at Six Months Base	Count of registered job seekers who are veterans age 19 and older at the time of registration, who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration.	Count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period and DATE OF BIRTH is 19 years or more at time of registration and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these wages is different than any EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.6	Employment Retention Rate at Six Months	The Employment Retention at Six Months count (ROW.4) divided by the Employment Retention at Six Months Base count (ROW.5).	The sum of ROW.4 divided by the sum of ROW.5.
ROW.7	Entered Employment Following Receipt of Staff-Assisted Services	Count of registered job seekers who are veterans and who, in the quarter of registration, or in the first or second quarter following the registration quarter, received staff-assisted services, and who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration. This is the numerator of the entered employment rate measure.	Count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period, and where DATE RECEIVED STAFF-ASSISTED SERVICES is no later than the 2nd quarter after the registration quarter, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is different than the EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION QUARTER.
ROW.8	Entered Employment Following Receipt of Staff-Assisted Services Base	The difference between the count of job seekers who are veterans who registered or re- registered with the labor exchange during any of the previous four calendar quarters and who in the quarter of registration, or in the first or second quarter following the registration quarter received staff-assisted services; and the count of any of those same job seekers whose wages earned in the first or second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to registration.	Count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period, and where DATE RECEIVED STAFF-ASSISTED SERVICES is no later than the 2nd quarter after the registration quarter, minus the count of unique SOCIAL SECURITY NUMBERS where VETERAN is Yes, and where REGISTRATION DATE is within the reporting period, and where DATE RECEIVED STAFF-ASSISTED SERVICES is no later than the 2nd quarter after the registration quarter, and WAGES 1st QUARTER AFTER REGISTRATION QUARTER or WAGES 2nd QUARTER AFTER REGISTRATION QUARTER is > 0 and any EMPLOYER IDENTIFICATION NUMBER for these WAGES is not different than the EMPLOYER IDENTIFICATION NUMBER for WAGES 1st QUARTER PRIOR TO REGISTRATION QUARTER.

<i><b>Number</b></i>	<i><b>Reporting Element</b></i>	<i><b>Definition</b></i>	<i><b>Reporting Specification</b></i>
ROW.9	Entered Employment Following Receipt of Staff-Assisted Services Rate	The count of registered job seekers who are veterans and who, in the quarter of registration or in the first or second quarter following the registration quarter, received staff-assisted services and who in the first or second quarter following the registration quarter, earned wages from a new or different employer than that from which the registered job seeker earned wages in the quarter prior to registration; divided by the difference between the count of job seekers who are veterans who registered or re-registered with the labor exchange during any of the previous four calendar quarters and who in the quarter of registration, or in the first or second quarter following the registration quarter, received staff-assisted services, and the count of any of those same job seekers whose wages earned in the first or second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to registration.	The sum of ROW.7 divided by the sum of ROW.8.

## **E. Section 5 - ETA 9002 E**

The following specifications define the rows and columns on the 9002 E report on job openings received. In order to calculate the counts for all report elements in the 9002 E, you must combine the specifications for each intersecting row and column. Capitalized text represents the data elements needed to perform the specification. States should use data elements in their system that correspond to the capitalized text. For example, to calculate the count of job openings received for management occupations in construction, you would combine COL.B and ROW.1.23:

Count of JOB OPENINGS where the O\*NET SOC CODE is between 11-0000 and 11-9999

and

the NAICS CODE begins with 23 and is classified as Construction and the DATE RECEIVED JOB OPENING is within the reporting period.

# *Employment Service Report Specifications*

## *ETA 9002 E - Job Openings Received*

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.A	Total	Total for intersecting row.	Sum of elements reported in intersecting ROWS.
COL.B	Management Occupations	Count of Management Occupations job openings received within the reporting period where the O*NET SOC code is between 11-0000 and 11-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 11-0000 and 11-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.C	Business and Financial Operations Occupations	Count of Business and Financial Operations Occupations job openings received within the reporting period where the O*NET SOC code is between 13-0000 and 13-9999 .	Count of JOB OPENINGS where the O*NET SOC CODE is between 13-0000 and 13-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.D	Computer and Mathematical Occupations	Count of Computer and Mathematical Occupations job openings received within the reporting period where the O*NET SOC code is between 15-0000 and 15-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 15-0000 and 15-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.E	Architecture and Engineering Occupations	Count of Architecture and Engineering Occupations job openings received within the reporting period where the O*NET SOC code is between 17-0000 and 17-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 17-0000 and 17-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.F	Life, Physical, and Social Science Occupations	Count of Life, Physical, and Social Science Occupations job openings received within the reporting period where the O*NET SOC code is between 19-0000 and 19-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 19-0000 and 19-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.G	Community and Social Services Occupations	Count of Community and Social Services Occupations job openings received within the reporting period where the O*NET SOC code is between 21-0000 and 21-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 21-0000 and 21-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.H	Legal Occupations	Count of Legal Occupations job openings received within the reporting period where the O*NET SOC code is between 23-0000 and 23-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 23-0000 and 23-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.I	Education, Training and Library Occupations	Count of Education, Training and Library Occupations job openings received within the reporting period where the O*NET SOC code is between 25-0000 and 25-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 25-0000 and 25-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.J	Arts, Design, Entertainment, Sports and Media Occupations	Count of Arts, Design, Entertainment, Sports and Media Occupations job openings received within the reporting period where the O*NET SOC code is between 27-0000 and 27-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 27-0000 and 27-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.

<i><b>Number</b></i>	<i><b>Reporting Element</b></i>	<i><b>Definition</b></i>	<i><b>Reporting Specification</b></i>
COL.K	Healthcare Practitioner and Technical Occupations	Count of Healthcare Practitioner and Technical Occupations job openings received within the reporting period where the O*NET SOC code is between 29-0000 and 29-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 29-0000 and 29-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.L	Healthcare Support Occupations	Count of Healthcare Support Occupations job openings received within the reporting period where the O*NET SOC code is between 31-0000 and 31-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 31-0000 and 31-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.M	Protective Service Occupations	Count of Protective Service Occupations job openings received within the reporting period where the O*NET SOC code is between 33-0000 and 33-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 33-0000 and 33-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.N	Food Preparation and Serving Related Occupations	Count of Food Preparation and Serving Related Occupations job openings received within the reporting period where the O*NET SOC code is between 35-0000 and 35-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 35-0000 and 35-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.O	Building and Grounds Cleaning and Maintenance Occupations	Count of Building and Grounds Cleaning and Maintenance Occupations job openings received within the reporting period where the O*NET SOC code is between 37-0000 and 37-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 37-0000 and 37-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.P	Personal Care and Service Occupations	Count of Personal Care and Service Occupations job openings received within the reporting period where the O*NET SOC code is between 39-0000 and 39-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 39-0000 and 39-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.Q	Sales and Related Occupations	Count of Sales and Related Occupations job openings received within the reporting period where the O*NET SOC code is between 41-0000 and 41-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 41-0000 and 41-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.R	Office and Administrative Support Occupations	Count of Office and Administrative Support Occupations job openings received within the reporting period where the O*NET SOC code is between 43-0000 and 43-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 43-0000 and 43-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.S	Farming, Fishing, and Forestry Occupations	Count of Farming, Fishing, and Forestry Occupations job openings received within the reporting period where the O*NET SOC code is between 45-0000 and 45-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 45-0000 and 45-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.T	Construction and Extraction Occupations	Count of Construction and Extraction Occupations job openings received within the reporting period where the O*NET SOC code is between 47-0000 and 47-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 47-0000 and 47-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.U	Installation, Maintenance, and Repair Occupations	Count of Installation, Maintenance, and Repair Occupations job openings received within the reporting period where the O*NET SOC code is between 49-0000 and 49-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 49-0000 and 49-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
COL.V	Production Occupations	Count of Production Occupations job openings received within the reporting period where the O*NET SOC code is between 51-0000 and 51-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 51-0000 and 51-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.W	Transportation and Material Moving Occupations	Count of Transportation and Material Moving Occupations job openings received within the reporting period where the O*NET SOC code is between 53-0000 and 53-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 53-0000 and 53-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
COL.X	Military Specific Occupations	Count of Military Specific Occupations job openings received within the reporting period where the O*NET SOC code is between 55-0000 and 55-9999.	Count of JOB OPENINGS where the O*NET SOC CODE is between 55-0000 and 55-9999 and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1	Total Openings Received	Count of total job openings received within the reporting period.	Count of JOB OPENINGS where DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.11	Agriculture, Forestry, Fishing, and Hunting	Count of job openings received within the reporting period where the NAICS code begins with 11 and the job opening is classified as Agriculture, Forestry, Fishing, and Hunting and.	Count of JOB OPENINGS where the NAICS CODE begins with 11 and is classified as Agriculture, Forestry, Fishing, and Hunting and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.21	Mining	Count of job openings received within the reporting period where the NAICS code begins with 21 and the job opening is classified as Mining.	Count of JOB OPENINGS where the NAICS CODE begins with 21 and is classified as Mining and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.22	Utilities	Count of job openings received within the reporting period where the NAICS code begins with 22 and the job opening is classified as Utilities.	Count of JOB OPENINGS where the NAICS CODE begins with 22 and is classified as Utilities and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.23	Construction	Count of job openings received within the reporting period where the NAICS code begins with 23 and the job opening is classified as Construction.	Count of JOB OPENINGS where the NAICS CODE begins with 23 and is classified as Construction and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.31-33	Manufacturing	Count of job openings received within the reporting period where the NAICS code begins with 31, 32 or 33 and the job opening is classified as Manufacturing.	Count of JOB OPENINGS where the NAICS CODE begins with 31, 32 or 33 and is classified as Manufacturing and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.42	Wholesale Trade	Count of job openings received within the reporting period where the NAICS code begins with 42 and the job opening is classified as Wholesale Trade.	Count of JOB OPENINGS where the NAICS CODE begins with 42 and is classified as Wholesale Trade and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.44-45	Retail Trade	Count of job openings received within the reporting period where the NAICS code begins with 44 or 45 and the job opening is classified as Retail Trade.	Count of JOB OPENINGS where the NAICS CODE begins with 44 or 45 and is classified as Retail Trade and the DATE RECEIVED JOB OPENING is within the reporting period.

<i><b>Number</b></i>	<i><b>Reporting Element</b></i>	<i><b>Definition</b></i>	<i><b>Reporting Specification</b></i>
ROW.1.48-49	Transportation and Warehousing	Count of job openings received within the reporting period where the NAICS code begins with 48 or 49 and the job opening is classified as Transportation and Warehousing.	Count of JOB OPENINGS where the NAICS CODE begins with 48 or 49 and is classified as Transportation and Warehousing and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.51	Information	Count of job openings received within the reporting period where the NAICS code begins with 51 and the job opening is classified as Information.	Count of JOB OPENINGS where the NAICS CODE begins with 51 and is classified as Information and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.52	Finance and Insurance	Count of job openings received within the reporting period where the NAICS code begins with 52 and the job opening is classified as Finance and Insurance.	Count of JOB OPENINGS where the NAICS CODE begins with 52 and is classified as Finance and Insurance and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.53	Real Estate and Rental and Leasing	Count of job openings received within the reporting period where the NAICS code begins with 53 and the job opening is classified as Real Estate and Rental and Leasing.	Count of JOB OPENINGS where the NAICS CODE begins with 53 and is classified as Real Estate and Rental and Leasing and Insurance and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.54	Professional, Scientific and Technical Services	Count of job openings received within the reporting period where the NAICS code begins with 54 and the job opening is classified as Professional, Scientific and Technical Services.	Count of JOB OPENINGS where the NAICS CODE begins with 54 and is classified as Professional, Scientific and Technical Services and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.55	Management of Companies and Enterprises	Count of job openings received within the reporting period where the NAICS code begins with 55 and the job opening is classified as Management of Companies and Enterprises.	Count of JOB OPENINGS where the NAICS CODE begins with 55 and is classified as Management of Companies and Enterprises and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.56	Administrative and Support and Waste Management and Remediation Services	Count of job openings received within the reporting period where the NAICS code begins with 56 and the job opening is classified as Administrative and Support and Waste Management and Remediation Services.	Count of JOB OPENINGS where the NAICS CODE begins with 56 and is classified as Administrative and Support and Waste Management and Remediation Services and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.61	Educational Services	Count of job openings received within the reporting period where the NAICS code begins with 61 and the job opening is classified as Educational Services.	Count of JOB OPENINGS where the NAICS CODE begins with 61 and is classified as Educational Services and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.62	Health Care and Social Assistance	Count of job openings received within the reporting period where the NAICS code begins with 62 and the job opening is classified as Health Care and Social Assistance.	Count of JOB OPENINGS where the NAICS CODE begins with 62 and is classified as Health Care and Social Assistance and the DATE RECEIVED JOB OPENING is within the reporting period.

<i>Number</i>	<i>Reporting Element</i>	<i>Definition</i>	<i>Reporting Specification</i>
ROW.1.71	Arts, Entertainment, and Recreation	Count of job openings received within the reporting period where the NAICS code begins with 71 and the job opening is classified as Arts, Entertainment, and Recreation.	Count of JOB OPENINGS where the NAICS CODE begins with 71 and is classified as Arts, Entertainment, and Recreation and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.72	Accommodation and Food Services	Count of job openings received within the reporting period where the NAICS code begins with 72 and the job opening is classified as Accommodation and Food Services.	Count of JOB OPENINGS where the NAICS CODE begins with 72 and is classified as Accommodation and Food Services and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.81	Other Services	Count of job openings received within the reporting period where the NAICS code begins with 81 and the job opening is classified as Other Services.	Count of JOB OPENINGS where the NAICS CODE begins with 81 and is classified as Other Services and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.1.92	Public Administration	Count of job openings received within the reporting period where the NAICS code begins with 92 and the job opening is classified as Public Administration.	Count of JOB OPENINGS where the NAICS CODE begins with 92 and is classified as Public Administration and the DATE RECEIVED JOB OPENING is within the reporting period.
ROW.2	Federal Contractor Job Listing	Count of job openings received within the reporting period from employers identified as Federal contractors.	Count of JOB OPENINGS where EMPLOYER TYPE is Federal contractor and DATE RECEIVED JOB OPENING is within the reporting period.
ROW.3	Federal Contractors	Count of uniquely identified employers who are identified as Federal contractors and who have listed one or more job openings with the public labor exchange within the reporting period. Employers are to be identified at the establishment level.	Count of unique EMPLOYERS (ESTABLISHMENTS) where EMPLOYER TYPE is Federal contractor and where DATE RECEIVED JOB OPENING is within the reporting period.
ROW.4	Total Employers	Count of uniquely identified employers who have listed one or more job openings with the public labor exchange during the reporting period. Employers may be uniquely identified at the firm or establishment level in accordance with State policy.	Count of unique EMPLOYERS (FIRMS OR ESTABLISHMENTS) where DATE RECEIVED JOB OPENING is within the reporting period.

**APPENDIX C**

**EDIT TESTS**

Edit tests for the 9002 A through E are as follows:

### **9002 A**

For every row on the 9002 A, the value in Column A1 is equal to the sum of the values in Column B2 plus Column B 3 for that row.

For every column on the 9002 A, the value in Row 1 is equal to or greater than the value in every other row for that column.

For every column on the 9002 A, the value in Row 1 is equal to the sum of the values in Row 3 plus Row 4 for that column.

For every column on the 9002 A, the value in Row 1 is equal to the sum of the values in Row 5 plus Row 6 for that column.

For every column on the 9002 A, the value in Row 6 is equal to the sum of the values in Row 7 plus Row 8 plus Row 9 for that column.

### **9002 B**

For every column on the 9002 B, the value in Row 1 is equal to or greater than the value in every other row for that column.

For Sections A through E on the 9002 B, the value in the Total column of each section is greater than or equal to the sum of the three age breakdown columns in that section.

For Sections A through F, the value in Row 1 of each column is equal to the sum of the values in Row 2 plus Row 3 for that column.

### **9002 C**

For every column on the 9002 C, the value in Row 1 of that column is equal to the sum of the values in Row 2 plus Row 3 plus Row 4 plus Row 5 for that column.

For every unshaded row on the 9002 C, the value in Column A1 is equal to the sum of the values in Column B2 plus Column B 3 for that row.

The value in Column A1 Row 7 is equal to the value in Column A1, Row 1 divided by the value in Column A1, Row 6.

The value in Column A1 Row 10 is equal to the value in Column A1, Row 8 divided by the value in Column A1, Row 9.

## **9002 D**

For Sections A through E on the 9002 D, the value in the Total column of each section is greater than or equal to the sum of the three age breakdown columns in that section.

For every column on the 9002 D, the value in Row 3 is equal to the value in Row 1 divided by the value in Row 2 for that column.

For every column on the 9002 D, the value in Row 6 is equal to the value in Row 4 divided by the value in Row 5 for that column.

For every column on the 9002 D, the value in Row 9 is equal to the value in Row 7 divided by the value in Row 8 for that column.

## **9002 E**

For every column on the 9002 E, the value in Row 1 is equal to the sum of the values in Row 11 through Row 92 for that column.

For every row on the 9002 E, the value in Column A is equal to the sum of the values in Column B through Column X for that row.

### **Cross Report Edit Test:**

The value in Column A1, Row 2 on the 9002 A is equal to the value in Column A 4, Row 1 on the 9002 B.

## **APPENDIX D**

### **TECHNICAL GUIDANCE FOR REPORTING AND VALIDATING PERFORMANCE MEASURES**

This appendix provides detailed programming specifications that States can use to calculate the LX performance measures. The programming specifications show in a tabular format how job seekers get counted in the numerator or denominator based on the operational definitions of the performance measures. These specifications are not required, but offered as guidance.

States are encouraged to build a data file for the performance measures in the format prescribed below. Building such a data file will help ensure that all States are calculating the measures the same way. Such a file also will constitute an audit trail to help State staff ensure that the calculations and data are correct and to provide a method for analyzing the performance data.

UI wage records are the primary source of data used for tracking entry into and retention in employment. States also may use employment data from the SDNH to support performance measurement. There are numerous steps that must be performed to create a data set that includes employment information prior to calculating the performance measures.

The following matrix specifies a file that States can build to calculate the job seeker entered employment rate and job seeker employment retention rate at six months measures. The file will consist of eight columns of data:

- C The SSN of the registered job seeker
- C The job seeker's age at registration
- C The EINs and corresponding wages of all employers in the quarter prior to the quarter in which the person registered with the labor exchange
- C The registration date
- C The EINs and wages of all employers on the wage file in the four quarters after the registration quarter

Once this file is built, the State can sort the file into nine mutually exclusive outcomes to calculate performance. A narrative description of each of the outcomes and examples of the types of data used to determine if there was a new employer after registration follows the file specification.

**EXHIBIT D.1**

**Specifications for a Data File used to Calculate and Verify Labor Exchange Performance Measures**

Quarter	Age	RQ-1	Regist. Quarter	RQ+1	RQ+2	RQ+3	RQ+4	Entered Employment Rate		Employment Retention Rate	
								Numer-ator	Denom-inator	Numer-ator	Denom-inator
Data	Age	EINs wages	Registra-tion Date	EINs wages	EINs wages	EINs wages	EINs wages				
Outcome											
1	> or = to 19	Any	Within Quarter	At least one new EIN not in RQ-1		Wages > 0		Yes	Yes	Yes	Yes
2	> or = to 19	Any	Within Quarter	No new EIN not in RQ-1	At least one new EIN not in RQ-1	NA	Wages > 0	Yes	Yes	Yes	Yes
3	> or = to 19	Any	Within Quarter	At least one new EIN not in RQ-1		No Wages	NA	Yes	Yes	No	Yes
4	> or = to 19	Any	Within Quarter	No new EIN not in RQ-1	At least one new EIN not in RQ-1	NA	No Wages	Yes	Yes	No	Yes
5	<19	Any	Within Quarter	At least one new EIN not in RQ-1				Yes	Yes		

Quarter	Age	RQ-1	Regist. Quarter	RQ+1	RQ+2	RQ+3	RQ+4	Entered Employment Rate		Employment Retention Rate	
								Numer-ator	Denom-inator	Numer-ator	Denom-inator
Data	Age	EINs wages	Registra-tion Date	EINs wages	EINs wages	EINs wages	EINs wages	Numer-ator	Denom-inator	Numer-ator	Denom-inator
Outcome											
6	<19	Any	Within Quarter	No new EIN not in RQ-1	At least one new EIN not in RQ-1			Yes	Yes		
7	Any	Any	Within Quarter	Wages > 0 No new EIN not in RQ-1	No new EIN not in RQ-1						
8	Any	Any	Within Quarter	No Wages	Wages > 0 No new EIN not in RQ-1						
9	Any	Any	Within Quarter	No Wages	No Wages			No	Yes		

C Outcome 1:

The job seeker was 19 or older at registration. There is an EIN on the wage file in the quarter after registration that does not appear on the file in the quarter prior to registration. If there are no wages in the quarter prior to registration, then any EIN with wages in the quarter after registration would put the job seeker in this group. Also, the job seeker has wages in the third quarter after the registration quarter. This job seeker is a success (in the numerator and denominator) in both the entered employment and retention rates.

C Outcome 2:

The job seeker was 19 or older at registration. There is not an EIN on the wage file in the quarter after registration that is not present on the file in the quarter prior to registration, but there is an EIN in the second quarter after registration that does not appear in the quarter prior to registration. Also, the job seeker has wages in the fourth quarter after the registration quarter. This job seeker is a success (in the numerator and denominator) in both the entered employment and retention rates.

C Outcome 3:

The job seeker was 19 or older at registration. There is an EIN on the wage file in the quarter after registration that does not appear on the file in the quarter prior to registration. But, the job seeker has no wages in the third quarter after the registration quarter. This job seeker is a success (in the numerator and denominator) in the entered employment rate but not in the retention rate (in the denominator but not in the numerator).

C Outcome 4:

The job seeker was 19 or older at registration. There is not an EIN on the wage file in the quarter after registration that is not present on the file in the quarter prior to registration, but there is an EIN in the 2<sup>nd</sup> quarter after registration that does not appear in the quarter prior to registration. But the job seeker has no wages in the fourth quarter after the registration quarter. This job seeker is a success (in the numerator and denominator) in the entered employment rate but not in the retention rate (in the denominator but not in the numerator).

C Outcome 5:

The job seeker was under age 19 at registration. There is an EIN on the wage file in the quarter after registration that does not appear on the file in the quarter prior to registration. This job seeker is a success (in the numerator and denominator) in the entered employment rate and is excluded from the retention rate.

C Outcome 6:

The job seeker was under age 19 at registration. There is not an EIN on the wage file in the quarter after registration that is not present on the file in the quarter prior to registration, but there is an EIN in the 2<sup>nd</sup> quarter after registration that does not appear in the quarter prior to registration. This job seeker is a success (in the numerator and denominator) in the entered employment rate and is excluded from the retention rate.

- Outcome 7:  
The job seeker has wages in the first quarter after the registration quarter but there is no EIN in the first or second quarters after the registration quarter that does not appear in the quarter prior to registration. This job seeker is not included (not in the numerator or denominator) of either the entered employment or retention rates.
- Ⓒ Outcome 8:  
The job seeker has no wages in the first quarter after the registration quarter but has wages in the second quarter after the registration quarter, but there is no EIN in the second quarter after the registration quarter that does not appear in the quarter prior to registration. This job seeker is not included (not in the numerator or denominator) of either the entered employment or retention rates.
- Ⓒ Outcome 9:  
The job seeker has no wages in either the first or second quarter after registration. This job seeker is not a success in the entered employment rate (in the denominator but not in the numerator) and is not included in the retention rate.

The following chart uses two examples to show how a State can determine whether a new EIN appears on the file in the quarters following registration. These examples exclude the column for age, but since they are for outcomes 1 and 2, the age is equal to or greater than 19 at registration.

**EXHIBIT D.2**

**Examples of How EINs are used to Determine that the Registered Job seeker was Employed by a New Employer**

Quarter	SSN	RQ-1		Registra- tion Quarter	RQ+1		RQ+2		RQ+3		RQ+4	
Data	SSN	EINs	Wages	Regist. Date	EINs	wages	EINs	wages	EINs	wages	EINs	wages
Outcome												
1		Any		Within Quarter	At least one new EIN not in RQ-1				Wages > 0			
Example Case for Group 1	384736222	123456789	2000	1-26-2001	123456789	2000			576884885	6000		
		987654321	3000		576884885 <sup>1</sup>	6000						
2		Any		Within Quarter	No new EIN not in RQ-1		At least one new EIN not in RQ-1		NA		Wages > 0	
Example Case for Group 2	788438349	Blank		2-24-2001	Blank <sup>2</sup>		983647523 <sup>3</sup>	9000	NA		236572435	4000

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<sup>1</sup>This EIN is new because it does not appear in RQ-1.

<sup>2</sup> Because there is no EIN in the wage file associated with the SSN, there is no new EIN.

<sup>3</sup>Because there were no wages in RQ-1, this EIN is new

## **APPENDIX E**

### **GUIDANCE FOR ADMINISTERING THE CUSTOMER SATISFACTION SURVEYS**

## I. JOB SEEKER CUSTOMER SATISFACTION

The Job Seeker Customer Satisfaction Survey will be conducted by telephone and the following lead-in will be used at the beginning of the interview. The lead-in can be modified to suit the individual needs of the State and the names for program services recognizable for their population. The lead-in provided below is a model to be used as guidance. The numbered questions must remain as stated.

My name is \_\_\_\_\_ with XXXXX and I am conducting a survey for the XXXX XXXXX. I would like to speak to Ms./Mr.\_\_\_\_\_.

Are you the Ms./Mr. \_\_\_\_\_ who was looking for a job a few months ago?

I would like to ask you some questions about your recent experience looking for a job. Our purpose is to learn from you how to improve programs and services offered to people in \_\_\_\_\_. The survey was approved by the Office of Management and Budget to collect information on your experience with services we provided to individuals. The questionnaire is voluntary and should take about 5 minutes to complete. Should you have any questions about this survey, you may contact the Office of Management and Budget. Please include OMB control number \_\_\_\_\_ in any correspondence regarding this survey.

First I am going to read a list of services you may have received. Indicate as I read them those you recall receiving during the period in which you were seeking employment and/or training at the \_\_\_\_\_ center.

- A thorough assessment of your needs
- Assistance in finding a job
- Assistance in developing an individual employment plan
- Assistance in deciding about the best training to take
- Assistance from someone to support you during your job search or training
- Use of electronic job search tools (e.g. America's Job Bank, Internet tools)

*(States may modify the list of services as appropriate for the labor exchange)*

Did you get any other help or services that I have not mentioned? (specify)

a) Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services provided from \_\_\_\_\_?

Very Dissatisfied										Very Satisfied	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12	

b) Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."

Falls Short of Expectations								Exceeds Expectations				DK	REF
1	2	3	4	5	6	7	8	9	10	11	12		

c) Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not very close to the Ideal" and "10" means "Very Close to the Ideal."

Not Close To Ideal								Very Close To Ideal				DK	REF
1	2	3	4	5	6	7	8	9	10	11	12		

State agencies will have flexibility in modifying the lead-in to the questionnaire to suit their particular needs and also may add additional questions, as long as the three questions presented above remain the same and are the initial three questions in the survey. Since there likely will be a number of individuals who both register with the labor exchange and who exit WIA, State agencies are requested to coordinate these survey efforts to eliminate the possibility of individuals being surveyed twice.

## II. EMPLOYER CUSTOMER SATISFACTION

The survey will be conducted by telephone. The proposed lead-in can be modified to suit the individual needs of the State and the program names recognizable for their population. The lead-in provided below is a model to be used as guidance. However, the numbered questions must remain as stated.

My name is \_\_\_\_\_ with XXXXX and I am conducting a survey for the XXXX XXXXX. I would like to speak to Ms./Mr.\_\_\_\_\_.

Are you the Ms./Mr. \_\_\_\_\_ who (describe the service received).

I would like to ask you some questions about your recent experience with \_\_\_\_\_. Our purpose is to learn from you how to improve programs and services offered to employers. The survey was approved by the Office of Management and Budget to collect information on your experience with services we provide to employers. The questionnaire is voluntary and should take about 5 minutes to complete. Should you have any questions about this survey, you may contact the Office of Management and Budget. Please include OMB control number \_\_\_\_\_ in any correspondence regarding this survey.

a) Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the service(s) provided from \_\_\_\_\_?

Very Dissatisfied											Very Satisfied	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12		

b) Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."

Falls Short of Expectations											Exceeds Expectations	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12		

c) Now think of the ideal service(s) for people in your circumstances. How well do you think the service(s) you received compare with the ideal service(s)? "1" now means "Not Very Close to Ideal" and "10" now means "Very Close to the Ideal."

Not Close To Ideal											Very Close To Ideal	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12		

*Definition of Terms for Job Seeker and Employer Customer Satisfaction Surveys*

Sample. A group of cases selected from a population by a random process where everyone has an equal probability of being selected.

Response rate. The percentage of people who have valid contact information who are contacted and respond to all the questions on the survey.

Valid contact information. Information that leads the interviewer or surveyor to the location where the individual is located whether or not the individual responds and answers the questions.

DK. Don't Know.

REF. Refused to answer.

### *Calculation of Job Seeker and Employer Customer Satisfaction Score*

The ACSI scores reported for a State represent the weighted sum of the three ACSI questions values which are transformed into 0 to 100 scale value. The weights are applied to each of the three questions to account for differences in the characteristics of the State's customer groups.

For example, assume the mean values of the three ACSI questions for a State are:

1. Overall Satisfaction = 8.3
2. Met Expectations = 7.9
3. Compared to Ideal = 7.0

Then, these mean values from raw data must first be transformed to the value on a 0 to 100 scale. This is done by subtracting 1 from these mean values, dividing the results by 9 which is the value of range of a 1 to 10 raw data scale, and multiplying the whole by 100:

1. Overall Satisfaction =  $(8.3 - 1)/9 \times 100 = 81.1$
2. Met Expectations =  $(7.9 - 1)/9 \times 100 = 76.7$
3. Compared to Ideal =  $(7.0 - 1)/9 \times 100 = 66.7$

The ACSI score is calculated as the weighted averages of these values. Assuming the weights for the example State are 0.3804, 0.3247, and 0.2949 for questions 1, 2, and 3, respectively, the ACSI score for the State would be calculated as follows:

$$(0.3804 \times 81.1) + (0.3247 \times 76.7) + (.02949 \times 66.7) = 75.4$$

Weights were calculated by statistical algorithm to minimize measurement error or random survey noise that exists in all survey data. State-specific weights were calculated using the relative distribution of ACSI respondent data for non-regulatory Federal agencies previously collected and analyzed by CFI and the University of Michigan.

Specific weighting factors have been developed for each State for PY 2000. New weighting factors will be published annually.